Standard New Connections Flowchart

Key

Western Power Distribution	Customer	Independent Connection Provider (ICP) or Independent Distribution Network Operator (IDNO)

Application

Customer: You can submit an application using the **online form** or the downloadable paper forms. For a single domestic premises you can also use our **New Supply Pack**.

Find out more about the information we require in the Connection Charging Statement **here**.

ICP/IDNO: You can also apply directly through an ICP or IDNO, who will process the application on your behalf and act as your point of contact.

Find out more about ICPs and IDNOs **here**.

Offer

Western Power Distribution: We will calculate the connection charge using the information provided and send you a Connection Offer, including the **contestable** and **non-contestable** costs.

Find out more about contestable and non-contestable costs **here**.

ICP/IDNO: Under certain circumstances, the ICP or IDNO **may** be able to design your connection.

Find out more about what works an ICP or IDNO can undertake **here**.

Decision

Western Power Distribution: If the Offer is accepted for WPD to complete all works

Customer: You **decide** whether to accept the Offer and who undertakes the contestable works. Then you inform us of your decision and submit **payment**.

Find out more about the payment process **here**.

ICP/IDNO: If an ICP or IDNO is chosen to complete contestable works

Arranging Dates

Western Power Distribution: We will contact you to arrange when the work will take place

ICP/IDNO: The ICP or IDNO creates a project to connect you to the network. They will contact you to arrange when work will take place.

Obtaining Legal Permissions

Western Power Distribution: Your application may require installation of equipment on your site or third party land which require legal consents. If so, we will enter a legal process to obtain permissions for access to install and maintain our equipment.

The legal negotiations can vary depending on the application, you can find out more information **here**.

Customer: To ensure the legal process runs smoothly, you should obtain any information possible about the land on which the site is based. Our staff will liaise with you throughout the process.

It may be necessary to appoint a solicitor for this process, find out more about your responsibilities **here**.

ICP/IDNO: If required, the ICP or IDNO must obtain legal permissions for the works to be completed on the site.

We may need to obtain separate consent if any assets at the site are to be adopted onto our network.

Find out more about the legal responsibilities for ICPs and IDNOs **here**.

Works Preparation

Customer: You register the new supply Meter Point Administration Number (MPAN) provided by us and enter into a supply contract with your electricity supplier.

You also complete any on-site preparatory work agreed in the Connection Offer.

If applicable, you will sign and return a **connection agreement**. Find out more information on connection agreements **here**.

Completion of Works

Western Power Distribution: We will complete all of the works as stated in the Connection Offer

ICP/IDNO: The ICP or IDNO will complete the contestable works as stated in your agreement. This work is subject to an inspection to ensure it is compliant with our applicable standards.

Western Power Distribution: We will **connect** your site to our network

ICP/IDNO: Depending on the type of connection, the ICP or IDNO **may** be able to **connect** your site to our network.

Network Connection

Western Power Distribution: We will **energise** the connection to our network

ICP/IDNO: The ICP or IDNO may be able to **energise** the connection.

Western Power Distribution: Where energised by an ICP we will **adopt the contestable works** on to our network

ICP/IDNO: If your connection is part of an **embedded network**, an IDNO will also **adopt** and **run** the network.