

Emergency Disconnections and Subsequent Reconnections

Summary

This guidance aims to answer some frequent queries relating to requests we receive to disconnect, and subsequently reconnect, an electricity supply.

Who calls National Grid Electricity Distribution (NGED) to a property?

NGED may be called out to attend by the landlord of the property, the Police, Fire Brigade or an Energy Supplier to make a property safe. It may also receive a disconnection request from the supplier where energy bill debt has reached the final stage of a suppliers' debt recovery process.

Will NGED disconnect the property?

If NGED receives an explicit request to disconnect from a supplier, or finds evidence that the equipment is unsafe, we may disconnect the electricity supply to a property without notice.

This is permitted within our statutory powers, including in accordance with the [Retail Energy Code](#) and paragraph 29.3 of the [Electricity Safety, Quality and Continuity Regulations 2002](#).

How will the supply be disconnected?

Disconnection can include the complete removal of the electrical service to the property, with the service cable disconnected in the public highway to prevent danger to anyone living at the property and the wider public.

The Energy Supplier is responsible for the removal of meters where meter interference is suspected.

Who will pay for the disconnection?

Whilst the disconnection costs are usually attributed to the person who caused the disconnection to be needed, the owner or occupier of the property may also be liable to pay for the costs of disconnection.

How can the supply be reconnected?

If the supply needs to be reconnected, the person seeking the reconnection will need to submit an application for connection.

Will there be a charge for the reconnection?

Yes. We are obliged to pass on the reasonable costs to the person requesting the reconnection, in accordance with our [Electricity Distribution Licence](#).

Can the cost of reconnection be reduced if I am struggling to pay?

No. We are obliged, under our licence, to quote in line with our published [Statement of Methodology and Charges for Connection](#) in all instances.

How much will the reconnection cost?

All expenses incurred in providing the reconnection of the supply are calculated in accordance with our published Statement of Methodology and Charges for Connections, which is approved by the energy regulator Ofgem.

The charge for reconnection will be based upon the works required, and can include the costs of excavation in the pavement or road, cable and termination equipment. Road closure fees, street works permits and out of hours working, as specified by the Local Authority in order to undertake this work, will also be included in the cost.

Prior to undertaking any work, we will issue a letter setting out the works required and the associated reconnection charges inclusive of VAT.

The charges must be paid in full before we complete the reconnection work at the property.

Will the Energy Ombudsman overturn the reconnection cost?

No. The Energy Ombudsman have reviewed several complaints in relation to NGED's ability to charge for the reconnection. They agree that we are obliged under licence to pass on the costs to the person requesting the reconnection, and therefore cannot overturn the reconnection cost.

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