

FAQs

We have gathered some common question below.

Q I have had a heat pump/electric vehicle charging point installed in the past and have had no work carried out. I haven't experienced any issues, why is work required now?

A We need to carry out a review of your property, to make sure the supply is able to manage any additional load required, so you can continue to use your LCT safely and efficiently. This also allows us to balance the electricity load requirement to you and your neighbours and support all the new low carbon technologies which are being adopted.

Q How much are these works going to cost me?

A This work is free of charge. The equipment we need to upgrade is part of our network which we maintain to deliver the electricity supply to your home.

Q What is the potential impact to my property?

A This work will require us to change apparatus inside your property and excavate your garden or driveway. Where any works are carried out, we will always aim to minimise any disruption and reinstate properties back to the same condition, prior to any work being completed.

Q Do I need to be in when an engineer visits?

A Yes, we will require you and any impacted neighbours to be present to allow access to your property so we can coordinate works required.

Enabling Net Zero – Unlooping your Supply

A helpful customer guide



Enabling Net Zero – Unlooping your Supply

This leaflet has been provided to support you with further information and advice in relation the proposed cable unlooping works at your property. This will allow you to connect new technologies such as Electric Vehicle (EV) Chargers, solar panels or heat pumps in the future.

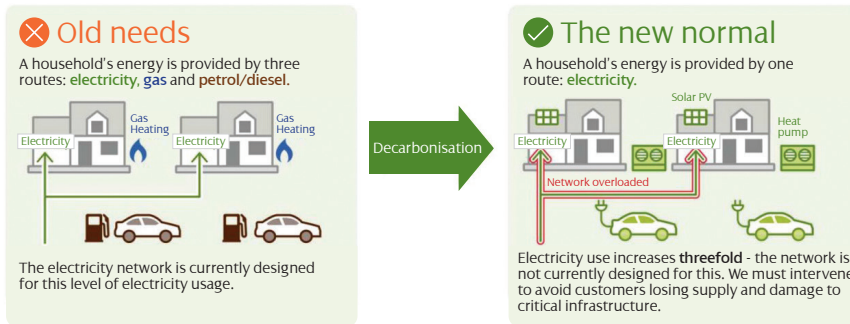
WHO ARE WE?

Here at SP Energy Networks, we own and operate the electricity transmission and distribution network in Central and Southern Scotland, Merseyside, Cheshire and North Shropshire. We do this through the network of overhead lines and underground cables, which we own and maintain.

No matter who you pay your electricity bill to, we're the people to contact if you have a power cut, need a new or upgraded power connection or spot an issue with our equipment. For more information on who we are and what we do, visit our website at www.spenergynetworks.co.uk or find contact details at the back of this leaflet.

What is unlooping?

We have identified your property as sharing a service cable with your neighbour(s). This set up has served hundreds of thousands of homes well since their installation, but with so much change ahead, in regards to emerging low carbon technologies, now is the time for us to invest in the future. We need to future-proof the network to ensure the continued safe, secure and reliable service that our customers want.

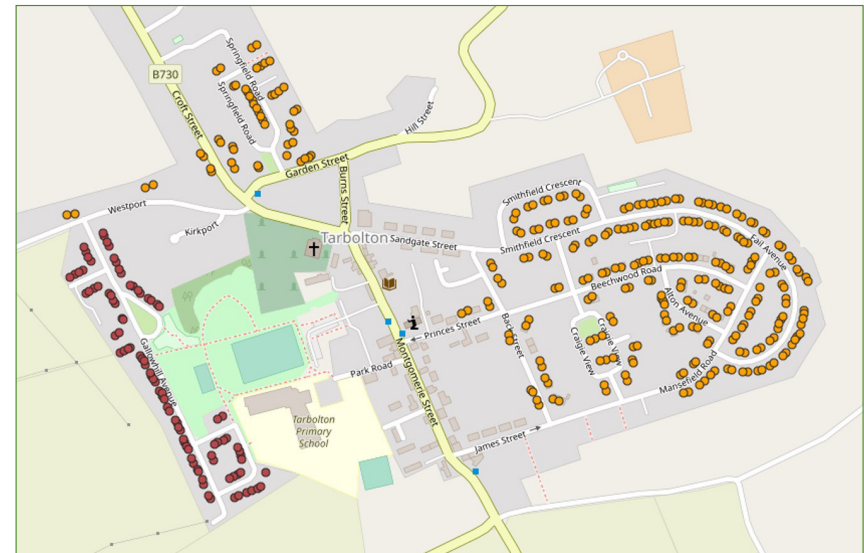


We are proposing to provide you with your own independent service cable, and at the same time, upgrade the SP Energy Network apparatus in your home, known as the cut-out. Similarly, we are proposing to provide your neighbours with the same set-up.

The works will involve SP Energy Networks service partner surveying your property and agreeing a new route where we can lay the new service cable from the mains in the street to your service position.

Why Tarbolton?

We have identified Tarbolton to have a high proportion of looped services that will prevent customers from installing low carbon apparatus. We want to proactively remove these barriers for you.



The streets and properties impacted are indicated on the map

When are the works planned?

We are proposing to start the works within the next few weeks. We will be starting customer engagement sessions in the local area over the next few weeks. Attending these sessions, we will have representatives from SP Energy Networks, SP Energy Networks chosen service partner and the Local Council. At these sessions, we will provide greater detail into the works and advise of timescales, roads affected and who to contact if there are any issues.