

Services, inspections and additional load

Frequently asked questions

Inspections

To arrange your GEL inspection, please call 200728 or email inspectors@electricity.gg.

In the event that we are out of the office, please leave a clear message on our answer phone including your name, contact number, application number and the nature of your enquiry.

You are able to book inspections in advance, providing correctly completed test certification is received at least **FOUR** full working days prior to the appointment. Any changes to the appointment date and time may result in a delay. When works include the moving of a supply line cable, you are responsible for ensuring that the test and reconnection is carried out at the same time, if applicable.

It is essential that the installation is presented to GEL in a safe condition. In the event the installation is found to be in an unsafe condition there may be a delay in the completion of the inspection.

Inspection Forms

All certificates are to be submitted to GEL's New Connections department and must be electrical installation certificates in compliance with BS 7671 to its current edition and amendment. Any test certificates that are not correctly completed will be returned and this may result in a delay to the inspection being carried out. All three parts of design, installation and inspection shall be signed by the person or persons responsible for this aspect of the installation. The certificate will need to include the relevant **application number**.

Certificates are to be either submitted to New Connections by hand at Guernsey Electricity's reception, post or email, the email address is new.connections@electricity.gg.

Application for a New Supply, Additional Load and/or Alterations to Supply

The link to the online application form is: [1729-ge-alf-form.pdf](#). We now request that you supply a picture or pictures of the customers supply intake position, including the GEL service head, metering equipment as part of your application.

When applying for additional load in the form of an electric heating solution new connections request a copy of the calculated building heat-loss used to size the system, this is to ensure that we are maximising the capacity on the network in the most efficient manner. This will result in highest number of positive responses possible.

It is your responsibility to ensure that these are correctly completed, including the total numbers and loads of **all** connected equipment on the supply line. This information is required on all applications, without this information we are unable to assess the condition of the network and has the potential of resulting in supply failures.

The only exception is when applying for a GEL earth facility, where details of the total service load can be omitted.

A separate application is required for temporary site supplies.

It is crucial that the following information is correctly recorded on new applications:

- Customer name
- Full Site address including post code
- Contact details for the customer, phone number and e-mails.

Note: The exchange of storage / off peak heating to direct acting panel / underfloor heating etc. **MUST** be applied for prior to purchase / installation of these products.

Note: All the conditions of the application response must be adhered to.

GEL Earthing

If a GEL earth connection is required, the contractor should request the installation of the earth clamp to the appropriate cable. Please be aware that there is a lead time for this. We are currently phasing out TN-S supplies and will upgrade to TN-C-S if available on the service. Please note the clamp can be installed before the installation is complete, the connection of the installation to the GEL earth will take place during the inspection.

In the event that GEL provides a PME B system, we will not guarantee the value of Ze and the contractor must provide earth leakage protection. Further guidance can be found in our [Guide for the Connection of a Low Voltage Installation to The Guernsey Electricity Network](#).

Note: On TT earthing systems the electrode or combined electrodes readings are to be $\leq 200\Omega$.

Note: The MET is provided by the customer and not GEL, because of this there should only be one earthing conductor presented for connection to the GEL earthing facility.

Service Head Heights and Location

The preferred height for a service head is 1.2m from the finished floor level to the bottom of the service, in garages the height is increased to 1.5m. If located inside a cupboard, the service should face the door, giving adequate and safe access to enable GEL equipment to be inspected and worked on. The GEL meter board is for the sole use of GEL equipment.

The service should always be kept free from any obstruction. The service head and cable should never be boxed, decorated or tampered with. Our services will not be located above a ground floor level.

The services for multi-occupancy buildings will be located in a communal location with 24/7 access available to all customers and ideally employees of GEL. The service cables will be kept as short as possible from entry into the building. Flush or surface meter cabinets are available for sole use of GEL equipment, additional cabinets can be used for customer equipment. Service ducting is for the sole use of GEL; the sealing of ducts is the customer's responsibility.

In the cases where a meter is to be installed you are to provide adequate space for that meter including space for the use of a screwdriver up to 300mm in length at the front of the meter.

Electric Vehicle (EV) Supply or Charging points

Please be aware that EV Supply or charging points $>3.6\text{kW}$ must be applied for in advance of installation using the same process as any other additional load. The form can be found at: [1729-ge-alf-form.pdf](#).

All non-public chargers installed after 1 January 2020 must have smart functionality, the ability for load management. This will be standard on new charging points.

To minimise the unit charge for EV chargers, we suggest the utilisation of the economy 12 low-rate units, timed control will help with this.

EV chargers up 3.6kW need not be applied before installation but must still be registered with GEL. There is now a form for registration of electric vehicle supply points up to 3.6kW which can be found [here](#).

The application for parallel operation of private generation with Guernsey Electricity distribution network (EE40):

When installing private generation without altering the loads within the property, complete the EE40 form and tick the box for no additional load. The EE40 form can be found at: [ee40-form-update-june-2022.pdf](#).

You will receive confirmation of receipt and a response letter. The application reference on the letter should be included when submitting the completed certification. The connection will be refused if signs of additional load are observed during the inspection.

All private generation systems must be applied for, tested, certificated by the Contractor and witness tested / inspected by GEL. *Please be aware that the G (98/99/100) unit will be functionally tested upon inspection.*

All DC circuits must have DC switch disconnectors fitted prior to connection into the invertors. Invertors shall be installed on non-combustible materials with adequate ventilation provided for. Invertors installed in occupied building or in escape routes shall have linked smoke detectors fitted in close proximity.

Note: Electrical energy storage systems (EESS) require a EE40 form submitted as well as an additional load form when being applied for.

Sizing of Electric Boilers / Electric Heating

Please size these products according to a calculated heat loss of the property, not by radiator size, existing boiler BTU or floor area.

Tampering with GEL equipment

Only GEL authorised competent employees are permitted to work on GEL equipment. GEL seals are not to be removed or replaced.

In the event that GEL equipment is found to be resealed with Non-GEL seals, GEL will report to the HSE and look to prosecute.

Superheat Tariff

Heating solutions permitted onto the superheat tariff:

Flow boilers, storage heaters, UFH, panel heaters, immersion heaters, radiant heaters, Aga's if utilising a back boiler for radiators. Please note that storage heaters using low rate E12 would be more cost efficient to your customers.

Heating solutions not permitted onto the superheat tariff:

Heat pumps, Aga's not utilising a back boiler for radiators, Sauna, Spa, Steam room, Instantaneous single point of use water heaters (including showers).

Meter Tails using Flexible Cables

Where insulated flexible cables are used as meter tails crimps are required on all terminations.

Bootlace ferrule crimps for the connection of meter tails into a standard 100A meter are to 20mm long and not exceed a diameter of 8 mm. These meters cannot accept tails larger than 35mm².

These crimps are to be supplied by the customer.

Additions and alterations to an Installation

When carrying out works on existing installations the contractor must ensure that the work complies fully with regulation 132.16.

Booking in works with the Distribution Department

Once you have accepted your quotation for works and paid any balance there may have been, you will need to leave 48 hours for the job pack to be received by the scheduling department.

After the above you can arrange a mutually acceptable time for these quoted works by contacting Ian Wylie or Gavin Le Patourel by email. scheduling.network@electricity.gg. Or by telephone on 700711.

Please ensure that all conditions of the quotation have been met by the booked in works date of commencement. If you cannot complete a condition for any reason phone either the distribution departments Rob Le Cras on 241905, Robert.lecras@electricity.gg or the person who quoted the works.

Note: The scheduling team will issue you a service order SO number when booking in the quoted work, this does not replace your application number which will be constant through the life of the application.

If as part of these works the service position is changing, then it is down to the customer / contractor to arrange separately an inspection to provide continuity of supply on that site. This is done separately to the supply line planned works as it is reliant on works being carried out by an electrical contractor and test certification submitted to allow connection of supply.

Collection of materials from GEL logistics centre

Materials can only be collected from our logistics centre providing that the items have been quoted for and the quote accepted and any payment required made. You will not be able collect on the same day that you accept the quotation. You cannot purchase materials in any other manner from Guernsey Electricity.