

EARLY ENGAGEMENT WITH YOUR DISTRICT NETWORK OPERATOR

Best practices and engagement strategy

North East & Yorkshire Net Zero Hub

Public Sector Estate Decarbonisation Programme



OUR PARTNERS

Hull & East Yorkshire LEP,
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Heat Decarbonisation Plan – [Participant name]

1 Introduction

This guidance document sets out how an organisation can make impactful change to reduce their carbon emissions through quick simple steps. This guidance has been developed as part of the North-East and Yorkshire Net Zero Hub's Public Sector Estate Decarbonisation programme.

Turner & Townsend are working with the Hub to deliver a suite of training programmes and guidance to build capacity and upskill the public sector to deliver decarbonisation projects in their buildings.

2 District network operators

2.1 Definition

A Distribution Network Operator (DNO) is a company licensed to distribute electricity in the UK. They own and run the network of pylons, transformers, cables, and meters that distribute electricity from the National Grid across Great Britain. There are currently 11 DNOs covering 14 regions across Great Britain.

A DNO run the distribution of electricity from the national grid to your home or business. The sectors that run our power network include:

- **Generation:** responsible for power plant ownership and operation
- **Transmission:** responsible for high voltage transmission networks
- **Distribution:** responsible for local distribution via towers, cables, and meters
- **Suppliers:** electricity sellers

In the North Yorkshire region, the DNO is Northern PowerGrid, you can find out more information on their [website](#). If you'd like to find out more about regional DNOs, follow the [link here](#) and see the image below that outlines the different operators.



Figure 1 - DNOs across the regions (Energy Networks, 2023)

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2.2 Why are DNOs important

If you are planning on installing a piece of electrical equipment that will significantly change your demand for electricity, such as a heat pump, you may need to contact your DNO to upgrade your electricity supply. Most DNOs have a heat map which shows high-level substation location and capacities. Prior to engaging with your DNO, it is worthwhile checking this map to scope the activity in your local area. For example, Northern power grid has one [here](#). The type of information you will need to submit to your DNO includes:

- The Meter Point Administration Number (MPAN) for your building(s).
- The full address of the site and your contact details.
- The total capacity attributed for your building(s) in kVA.
- The total capacity you will need for your building(s) going forwards in kVA.
- A letter of authority if you do not own the land.
- A drawing or plan of your site, including boundaries and position of the building, and also drawings of the building(s) including preferred location of any new or additional meters.
- Details of any other electrical equipment (if applicable) including heating technologies such as heat pumps.
- Details of any generating equipment, both existing and new. This includes renewable sources of generation such as solar PV or wind.

Applying to your DNO for a change in supply can be a lengthy process, typically 6 months. It is therefore recommended that you engage with your DNO early in a project to ensure that timescales are appropriately accounted for in your project plan. Below is a general timeline in getting your electricity supply adjusted.

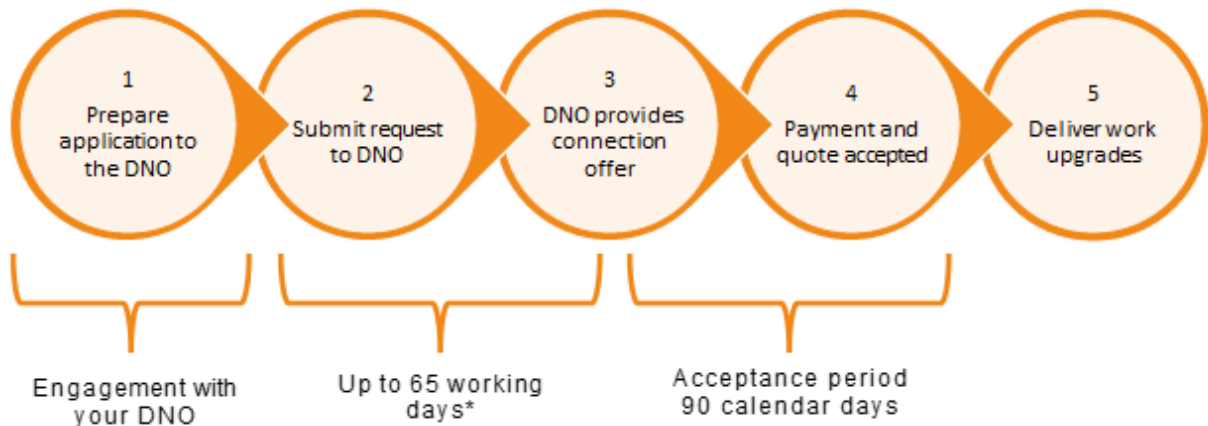


Figure 2 - Outline process for applying to your DNO, dependent on the size and complexity of your request

In summary, if you are planning a project that could significantly impact the electrical supply on your site, you should:

- Speak with your DNO early in the project planning stage.
- Think about the building's existing consumption and what can be done to optimise the existing connection. This could mean avoiding a DNO change altogether.

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- Make sure you understand what technologies will be deployed and how they will be utilised as this could impact your peak demand and the time of day it will occur.

2.3 Network operators vs. energy suppliers

Network operators are different from energy suppliers. They own and run the pipes and wires that carry gas and electricity.

There are two types:

1. Transmission network operators own and run the high pressure and voltage network transporting energy across the country from where it is made.
2. Distribution network operators own and run the local 'distribution' network. They bring energy to homes and businesses at lower pressure and voltages from the transmission network.

