



Utility connections and infrastructure

A dedicated service to design and
manage **your utility projects** in
their entirety



sms-solutions.com

What we do

We make our customers **utility smart** by addressing the three **major risks** associated with utility infrastructure projects.

We work with you to take control of your risk

Design

Providing complete clarity regarding your project's infrastructure challenges

Cost

Helping you navigate the marketplace to get the best value connections deal

Delivery

Offering a complete end-to-end project-managed service, providing the assurances and control you need over your timescale and budget

Who we are

We provide an end-to-end service covering all aspects of metering, utility connections and energy management.

With **30** years' experience and knowledge of carrying out feasibilities, design, procurement and project management, we deliver utility infrastructure on a wide range projects for customers across the UK private and public sectors.

Why choose our connections service:

- **Bespoke solutions** tailored to our customers' **unique** requirements.
- **Fully accredited partner** dedicated to delivering the highest quality of customer **service**, safety and assurance.
- Full range of utility **services**, from multi-utility connections and disconnections, to diversions and service upgrades.
- Your projects delivered **on time and within budget**.



Electricity connections

Our electricity connections service is tailored to our customers' unique requirements and includes a range of solutions, from new connections and disconnections to upgrades and service alterations.

Our specialist skills, experience and access to industry contacts means that we are able to significantly reduce costs and deliver projects on time, finding the best solutions to complex challenges, from one-off connections to management of large portfolios.

Our services include:

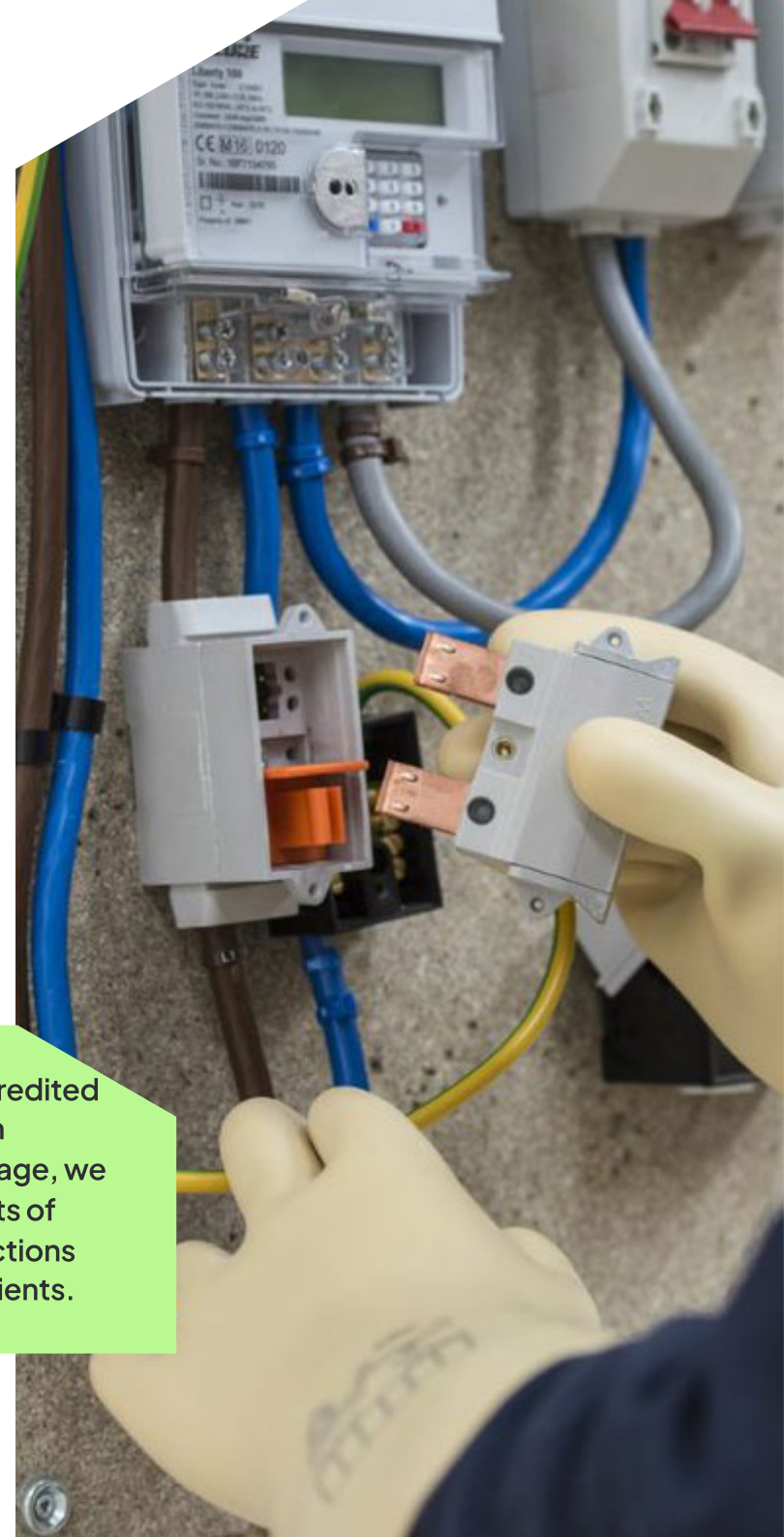
Electricity Metering

As an Elexon-accredited Meter Operator (MOP), Meter Asset Provider (MAP), and Data Collector and Data Aggregator (DC/DA), we can meet all the electricity connection and metering needs of our customers, including the installation and operation of advanced metering systems that enable businesses to achieve greater energy efficiency and carbon reduction.

Electricity Network Construction

We are NERS accredited, meaning we are able to offer a full electricity utility network design and construction service and making us an ideal partner for large-scale contestable connections, along with metering installations, disconnections, alterations, removals and upgrades.

A trusted and accredited utility partner with nationwide coverage, we manage all aspects of electricity connections projects for our clients.



Electricity connections FAQs



■ How do I alter, upgrade or obtain a commercial electricity connection?

The electricity connections process can be complex, with potentially several different companies involved. SMS completely simplifies this process, offering a fully managed service where we procure the quotations from the different parties (covering supply, metering, and utility infrastructure) and then manage the connection on your behalf.

■ How long will the work take?

Obtaining quotations typically takes up to 30 days. The acceptance process can take up to 6 weeks but is dependent on the complexity of work and the number of third parties involved. Installation times also depend on the complexity of the job – for example, a simple new service and meter will take a couple of days. If your works cross the public highway, or you are installing a HV main and substation, it can take considerably longer. However, SMS will take care of all of this for you and keep you updated on progress, so you always know what to expect.

■ How much will it cost?

Each connection is different. For larger works we can run a competitive tender process with suitably qualified utility companies both for installation and energy supply. This ensures that the best possible quotation is procured on your behalf. In addition, we offer a scoping service where before you commit, we can provide budget costs, capacity checks, risk analysis and a plan showing the extent of your work, allowing you to better understand the work content and costs.

■ Will my new connection require wayleaves or easements?

Sometimes a new connection may cross third party land and a wayleave or easement is required. SMS has legal experts on our team who can guide you through this process.

■ Can you integrate new behind-the-meter technologies into my connection application?

Yes. We have the expertise to help you consider heat pumps, solar PV, batteries, or electric vehicle charging as part of your connection application in order to future proof your project, as well as integrating them into your new connection design and metering solution.

■ What size of new connections do you offer?

We arrange connections from whole current single phase, right through to 132kV High Voltage connections. We also have a specialist team that deals with high volume, quick turnover connections work such as upgrades for telecoms masts or large volume projects installing connections for EV charging infrastructure.

■ What information do I need to provide to engage with SMS?

Where there is an existing connection in place to be upgraded, disconnected, or diverted, we need to know your MPAN number, the site address, who the energy supplier is, and your required new load at the connection point. Depending on the project there may be other details, but we will talk you through this should you choose to engage us. Where you require a new connection then we additionally need to know where you would like your new connection and meter to be situated. Don't worry if you are not sure about your requirements, we have expert engineers on hand to assist you every step of the way.

Gas connections

We are one of the country's leading gas connection providers. With **30** years of industry experience providing a complete project managed service for all site works, we deliver complex gas projects on time and on budget.

Our gas connections services include:

New Gas Supplies

- Including installation of meters and mains connections.

Increase in supply capacity

- We help you to meet your evolving business demands through enhancing supply capacity.

Relocation of services

- We relocate meters and services to address changing site requirements.

Meter only installations & exchanges

Meter removals & service disconnections

Design

- Our GIRS accredited gas connection design service ensures complex projects are approached strategically, ensuring the highest standards of technical, quality and safety.

Advanced Gas Metering



[Click here for
British Gas case study](#)

"At British Gas Business, we only ever work with partners who are able to offer a consistently high level of service and bring affordability, sustainability and simplicity to our customers. In more than ten years working with SMS, we have found them not just capable of providing such an expert technical solution, but also to have ticked the necessary boxes when it comes to the areas of safety and quality customer service."

Robert Smith

Metering Operations Manager, British Gas Business

Utility Disconnections Service

Are you being charged for dormant gas supply?



Disconnection of utilities forms a key part of any redevelopment. Our experienced and qualified team can project manage the removal of utility meters and related infrastructure, as well as the full disconnection of the associated supplies, safely, securely and efficiently.

We can manage the removal and disconnection of utility infrastructure for supplies of:

ELECTRICITY

GAS

WATER

TELECOMS

What does our disconnections service include?

- A **utility survey** to establish existing metering information and the location of all existing utility apparatus.
- A **meter removal service**: as an accredited Meter Operator (MOP) and Meter Asset Manager (MAM), we can remove utility meters on behalf of suppliers to industry requirements.
- **Coordination of disconnections** throughout the demolition/construction works.

We'll do the work that saves you money

Acting as your dedicated resource, we are able to project manage the entire disconnections process for you, ensuring that your schedule is carefully considered so as to not disrupt or impact your utility delivery plan.

**Contact us today
for more information:**

E | projectmanagement@sms-solutions.com

W | [sms-solutions.com](https://www.sms-solutions.com)

Gas optimisation service

We assess your **gas metering and consumption** requirements to optimise your supply conditions, saving you money.

Our Gas Optimisation Service includes:

Gas Meter Optimisation

When multiple gas meters are either in close vicinity or spread over a large campus area, we offer a solution to optimise the metering on site and can advise on savings that can be achieved in standing charges.

Disconnections

Did you know that connected gas meters will continue to attract standing charges until the meter is removed, even if they are not consuming energy? Our experienced and fully qualified team can project manage the removal of utility meters and related infrastructure, as well as the full disconnection of the associated supplies safely, securely and efficiently.

Meter Upgrades

Following the government mandated scheme, all gas suppliers are targeted to exchange all gas meters “like for like” to smart meters by 2025. Alternatively we offer the opportunity to upgrade your installation at the same time, with additional features added to bolster resilience.*

*subject to network approval

Meter Sizing & AQ Management

Our meter sizing projects and AQ management benefits customers with excess gas meter capacity (normally occurring after removing or updating gas appliances), helping bring current operations up to date and cutting unnecessary costs.



Settlement Product Class

Settlement Product Class 2 (SPC2) sites utilise Automated Meter Readings (AMR) to provide daily reads to the supplier. SPC2 can select their own appropriate SOQ figure and the UIG charge is generally lower for SPC2 sites.

**Get in touch today
for more information**

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Gas connections FAQs

What are your estimated lead times?

The below table is purely indicative, to give an idea of the average time that most works take. Full payment must be received by the service provider before the work can go ahead.

Type of quote	Lead time for quotations	
Meter install/upgrade/downgrade/ removal only	U6 – U25	5 to 15 working days (dependent on if a GTI required)
	U40 – U160	5 to 20 working days (dependent on if a GTI required)
	Rotary	5 to 20 working days (dependent on if a GTI required)
Supply and meter install/upgrade/downgrade/removal only	Supply up to 1500 kWh	21 working days
	Supply over 1500 kWh	30 working days
New service disconnection/service upgrade/service alteration	N/A	Up to 21 working days

What might affect the completion time?

Each siteworks request is treated as an individual project, and there are many factors that can affect the length of time before completion. The main one being the length of time taken for payment to be received.

Please note, for certain job types (service alternations, meter install/removal works) the general lead times above are dependent on the relevant pressure information being received from the applicable network.



Gas connections FAQs

Continued

How long does it take for a GTI to be received?

GTI's across all networks are normally received within 20 working days but are reliant on available resource within the networks being available (for completion of site visits, documentation etc.) In addition, all quotations issued for service works are subject to Network approval, this is obtained once the quotation has been accepted.



Our gas accreditations mean we meet and exceed industry standards, codes and practices, ensuring all work that we carry out is the highest level of quality and safety.

What may cause additional costs?

If Network Analysis is carried out and reinforcement of the Network is required additional costs may be chargeable to the customer via a variation and extended lead times of up to 270 days may also apply.

What size meters do you connect?

The below table confirms the diaphragm meter size required based on the peak gas load for low pressure installations in m³/hr or kWh.

Each appliance on the site will have its own badged gas load and the peak gas load for a site is all of the appliances added together.

Meter size	Capacity	
	(m ³ /hr)	(kWh)
U6	6	64
U16	16	170
U25	25	267
U40	40	426
U65	65	650
U100	100	1066
U160	160	1482



Utility infrastructure

We provide smart advice and expert end-to-end support, delivering utility infrastructure and connections projects to the highest standard.

Our utility services cover the entire connections process from initial feasibility stages and procurement to the final installation works, including fully project-managed water, gas, electricity and telecoms connections.

We additionally specialise in future-facing grid solutions, offering expert connections and project management support for the renewable generation, grid-scale battery storage, and electric vehicle charging markets.

Our fully **NERS** and **GIRS** accredited solution provide designs for both network owners and private developers, alike, ensuring all work that we carry out is of the highest levels of quality and safety.

We work with:

Energy suppliers

Large businesses

Housing developers

Contractors

Public Sector



Scoping & Feasibility Studies

We undertake utility searches and provide a comprehensive multi-utility pack and utility report, which analyses existing services and identifies potential costs and risks associated with the proposed development. Our fully costed multi-utility feasibility studies include utility plans, existing and new services reports, a combined services CAD drawing, and a legal report for existing wayleaves and easements.

Design & Procurement

Through our NERS and GIRS accredited solution, we design and procure quotations for new single gas and electric or multi-utility connections, which includes quote procurement, full project management and site assistance.

Construction Management

We safely remove meters and disconnect services to enable new business developments and can design, procure, and manage the delivery of utility diversions and new installations.

Utility connections and infrastructure



Utility infrastructure FAQs

What do SMS's Utility Infrastructure services cover?

Our services cover water, gas, electric and telecoms. We provide an engineering consultancy service where we cost, procure, and manage multi-utility disconnections, diversions, and new connections on domestic and commercial sites. Our services range from scoping and fully-costed feasibility studies through to quote procurement and delivery.

Why would I use SMS and not just go directly to the different utility owners, energy suppliers, and meter providers?

As there are so many different players in the utility market, navigating the market can be complex and burdensome on business resources. We use our 25 years of industry experience and expertise to consolidate all your utility works under one banner, providing a single project manager as your dedicated point of contact, saving you both time and money.

With our expert CAD resource, we can additionally produce a multi-utility overlay, helping you identify anomalies and clashes at an early stage and provide any utility drawings that are required for your O&M manual or as laid requirements.

How do I know you are experts?

Our team consists of water, gas, electrical and telecoms engineers with decades of combined experience in the utilities industry. In addition, we are certified by Lloyd's Register for the Gas Industry Registration Scheme (GIRS) and National Electricity Registration Scheme (NERS). We actively engage in industry steering groups, and so are always up to date with the latest standards and legislation.

Is your advice independent?

Yes. We work only for our customers' best interests, enabling them to navigate through the complex scoping, feasibility, planning and installation process regardless of project size. We are not connected to or affiliated with any utility network providers or suppliers.

What is the smallest and largest project you would work on?

Our flexibility as a business means our works range from single disconnections or new connections to large-scale infrastructure projects consisting of HV connections.

What areas do you cover and who are your typical customers?

We operate nationwide and have teams and engineers located across the UK. Our customers are also wide ranging, from individuals, businesses both small and large, local councils, and national developers and contractors.





Be utility smart

Contact us today for more information

E | utilityconnections@sms-solutions.com

W | sms-solutions.com/utilityservices

"SMS' expert knowledge of the utilities sector, where circumstances can often be challenging, is invaluable to Big Yellow's new store delivery programme. I'd have no hesitation in recommending other businesses to utilise SMS's services and ensure the smooth running of their developments."

Nigel Hartley

Construction Director, Big Yellow Group

**READ THE
BIG YELLOW
CASE STUDY**

