

MANAGING NEW CONNECTIONS FOR YOUR BUSINESS

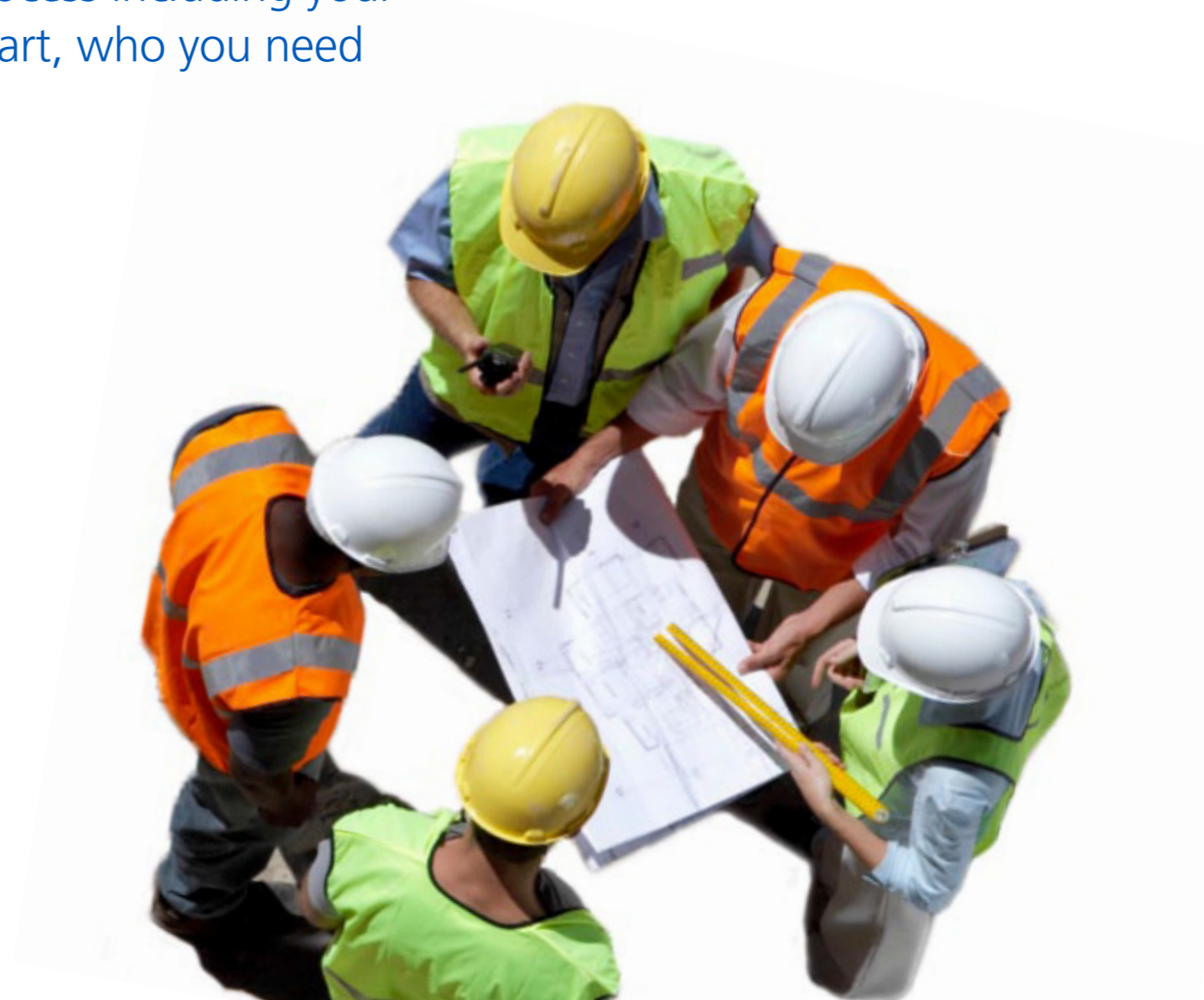
A guide to establishing a new electricity supply



Co-ordinating your new connections effectively

Progressing from your first supply request to finally receiving your first electricity bill can be complicated if you don't follow the correct steps.

This easy to follow e-guide is designed to help you understand the roles and responsibilities of each party in the process including your own. Read on to find out where you need to start, who you need to appoint and who does what.



The four key parties and their roles in the new connections process

1. Your organisation

We think your role is probably the most important in the electricity supply connections process, as you will have to co-ordinate and liaise between all the parties. Follow this e-guide and remember that it's important to understand what you have to do and in what order, so that the other parties can connect your supply on time.

2. The Distribution Network Operator (DNO)

- Provides quotes and invoices for construction and installation of services
- Organises cabling from the grid to the meter.

3. EDF Energy (The Electricity Supplier)

- Provides electricity supply contracts
- Organises metering installation
- Requests for a site to be made live
- Bills for the energy supplied to the site on an ongoing basis.

4. The Meter Operator (MOP)

- Looks after metering contracts
- Manages the meter installation and maintenance.

Setting up a new electricity connection...

The guide below shows the steps to follow to secure a successful new electricity connection.

Responsibilities of each party

-  Your action
-  DNO action
-  EDF Energy action

Click **more info** under any step for details or simply follow the process over the following screens...



Apply for a new connection

[More info >](#)



Designing a new connection

[More info >](#)



Order and payment

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MPAN/ supply number

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DNO activities

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Choose your electricity supplier

[More info >](#)



Testing site equipment

[More info >](#)



Metering

[More info >](#)



Congratulations you are now set up



Setting up a new electricity connection...



1 Apply for a new connection

To apply for a new electricity connection you'll need to:

- Contact the Distribution Network Operator (DNO) that covers the area where the new site is located. [Find out who your DNO is >](#)
- Request a new or increased supply of electricity to business premises form from the DNO customer connection centre. This form will require details of all electrical equipment that will be used on the site
- Discuss your requirements with the DNO and determine the maximum electricity load (in KVA) the site will ever need. This is known as the "chargeable capacity" or "availability".

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Responsibilities of each party



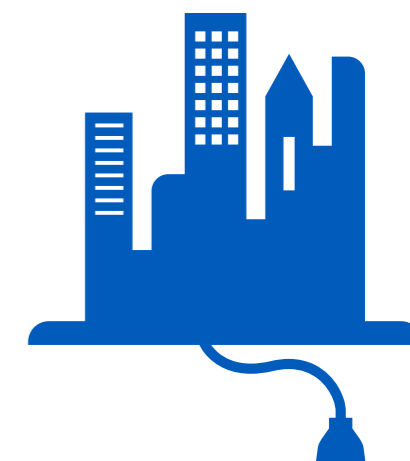
Your action



DNO action



EDF Energy action



Setting up a new electricity connection...



Designing a new connection

Once 'availability' has been established the DNO will:

- Design the system and identify what work is required to connect the new site to the regional electricity network
- Provide you with a quote, with costs and an estimated delivery period.

Remember: The timescale to complete the new electricity connection is dependent on many factors including the complexity of the design, infrastructure requirements, land, planning and sub-station requirements. So, it's important that you make an application for a new supply as early as possible and allow time for any planning or legal transactions to be completed.

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Responsibilities of each party



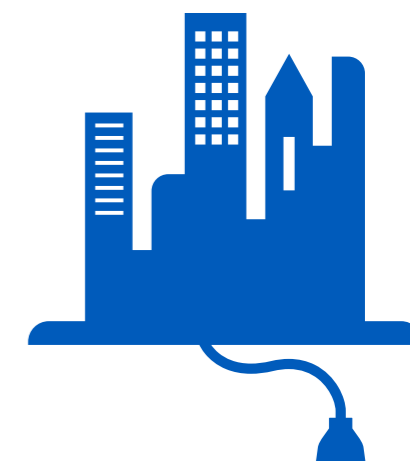
Your action



DNO action



EDF Energy action



Setting up a new electricity connection...



Order and payment

To enable the DNO to programme your work, you will need to submit a quote acceptance form and payment.

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Responsibilities of each party



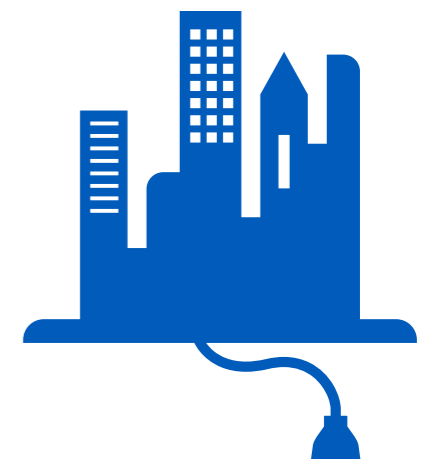
Your action



DNO action



EDF Energy action



Setting up a new electricity connection...



MPAN / supply number

Your DNO will now provide you with a unique reference number called the MPAN.

What's an MPAN? The MPAN number is a 13 digit unique reference, used to identify your electricity supply point. Please give this number to EDF Energy (your electricity supplier) when completing your [online application form >](#), so we can register your MPAN with MPAS.

If you have any questions about the application form call our New Supply Administration Team: 0845 366 3666*

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Responsibilities of each party



Your action



DNO action



EDF Energy action



Setting up a new electricity connection...



DNO activities

The DNO will appoint a local engineer who will:

- Take responsibility for engineering activities and programming matters
- Advise you on dates for connection of the new incoming supply cable and energisation of the supply up to the cutouts (fuses).

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Responsibilities of each party



Your action



DNO action



EDF Energy action



Setting up a new electricity connection...



Apply for a new connection

When you receive your MPAN, you can:

- Nominate your chosen supplier
- Complete a new connection application form and send it to your supplier

Choosing a meter operator The metering industry is an open competitive market, and you can choose your own Non Half Hourly AMR or Half Hourly Meter (HH) Operator.

If you would like EDF Energy Field Services as your Meter Operator, please call 020 8298 8005* (HH) or 020 8298 8689* (AMR). Alternatively details of other Meter Operators can be found at www.meteroperators.org.uk/members >

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Responsibilities of each party



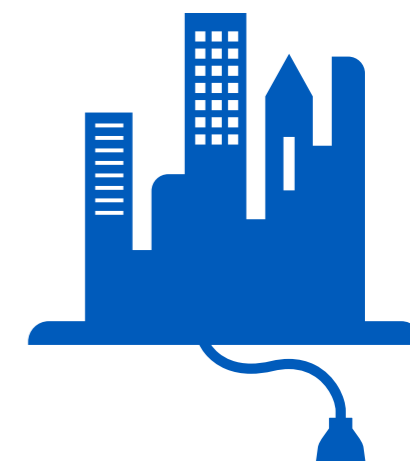
Your action



DNO action



EDF Energy action



Setting up a new electricity connection...



Testing site equipment

Before the DNO can connect the new site to the grid you'll need to:

- Have a qualified electrician test all of the electrical equipment in the premises. This test certifies that all the internal electrical circuits and equipment meet the current wiring regulations (Institute of Electrical Engineers (IEE) regulations).
- Leave the test certificate on site at the meter point visible for the Meter Operator (MOP) engineer.

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Responsibilities of each party



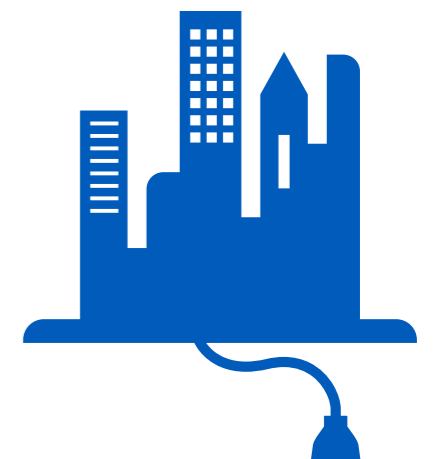
Your action



DNO action



EDF Energy action



Setting up a new electricity connection...



Metering

A minimum of 20 working days notice is required prior to the preferred meter installation date to enable your supplier to:

- Register your site
- Nominate the metering agents for you
- Book in a metering appointment.

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Responsibilities of each party



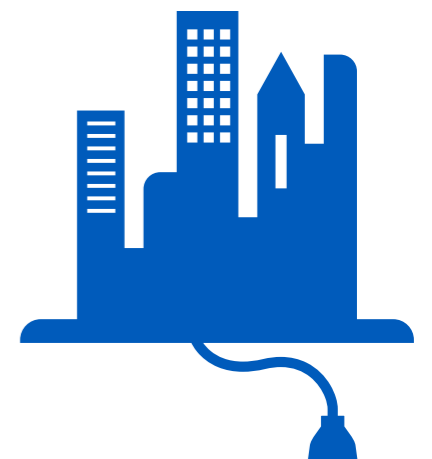
Your action



DNO action



EDF Energy action

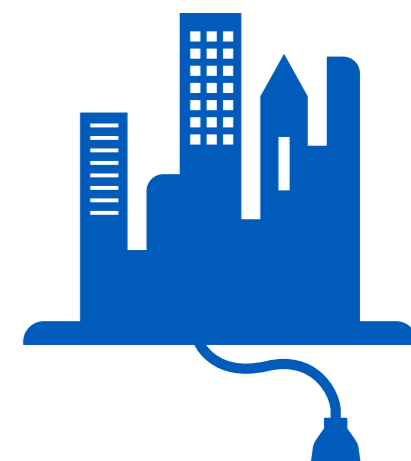


Setting up a new electricity connection...



Congratulations
you are now
set up

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Glossary

AMR (Automated Meter Reading)

A type of metering service where the consumption data is uploaded via a telephone link (normally using a SIM card).

CT Metering (Current Transformer Meter)

An electrical device fitted to a larger power meter where the current in a circuit may be too high to directly apply to the meter. The CT Meter produces a reduced current accurately proportional to the current in the circuit allowing it to be connected to the meter and measured.

DNO (Distribution Network Operator)

The regional distributors who maintain the electrical network around the UK.

HH (Half Hourly)

A high power meter that records consumption data every half hour via a comms line. It is mandatory to use HH meters if you have demand above 100 Kw.

kVA (Kilovolt Amperes)

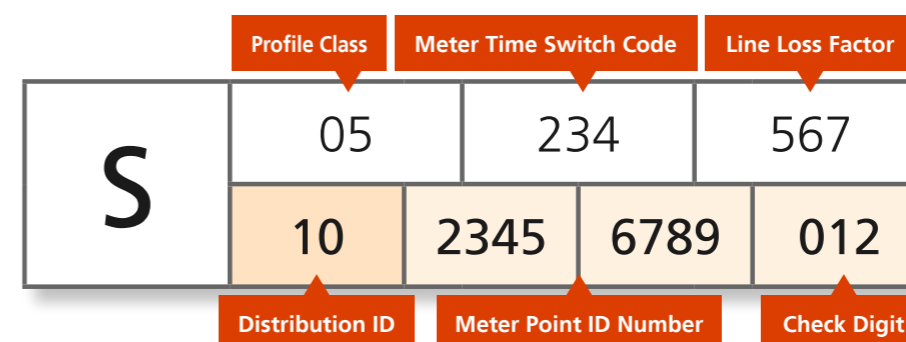
The unit used to measure the amount of power made available for you to use at the supply terminal. This is sometimes known as 'availability' or 'agreed supply capacity.'

MOP (Meter Operator)

The organisation responsible for installing and maintaining the meter. The supplier chooses the MOP for WCM metering, you can nominate your own preferred MOP for AMR or HH metering. You can contact an EDF Energy MOP on 020 8298 8689 (AMR) and 020 8298 8005 (HH).

MPAN (Meter Point Administration Number)

A 13 digit reference used to uniquely identify electricity supply points (also known as a Supply Number or S-Number), as shown on the bottom half (bottom line) of the sample below.



MPAS (Meter Point Administration Service)

The organisation that holds MPAN information.

NHH (Non Half Hourly)

The name given to meters where readings are supplied either monthly or quarterly. This would be whole current meters or smaller CT meters.

WCM (Whole Current Meter)

A smaller meter fed by either a single phase or three phase supply cable (similar to the meter found in domestic properties).

Profile class

Profile classes provide an expectation of how much electricity will be consumed throughout the day. They also give an idea of any seasonal variations.

Your next steps...

To submit a new connections request go to:
edfenergy.com/new-connections >

Remember to choose your type of application as either
New connection or **End-to-end managed**

Got a question?

You can call us on: 0845 366 3666*

Have a more complex project?

Our Infrastructure Services team can manage the process for you. This can be really helpful if you are a construction company, developer or a contractor managing a complex project.

For more information on how we can help, contact us on: 0845 300 6962*

* We may monitor and/or record calls for security, quality or training purposes. Calls to 0845 numbers will cost 2p per minute plus your standard network charges. The price of calls may vary with other operators and calls from mobiles may be considerably higher. Please check with your operator for exact charges. Calls to '0800' numbers are free from BT landlines, other network operators' charges may vary. Lines are open Monday - Friday 9am - 5pm.



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Why an e-guide? At EDF Energy we are committed to using the most sustainable working practices wherever possible and this includes when delivering communications to our customers.

E-guides significantly reduce the volume of printed material we need, reducing our carbon footprint.

Our customers appreciate e-guides because they offer timely delivery of easy to access information in an ideal format for the modern screen based working environment.

[edfenergy.com/largebusiness](https://www.edfenergy.com/largebusiness)

To view our fuel mix visit [edfenergy.com/fuel-mix](https://www.edfenergy.com/fuel-mix)

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