

New Connection Meter Request Form



You should complete and sign this form if you have a new electricity connection and you require a meter to be installed before you can start consuming electricity. Some of the technical information can be found on the completion certificate issued by the distribution network operator who installed your new connection.

A. Customer Details

Customer Name:	
Company Number (if applicable):	
Charity Number (if applicable):	
Business Structure	

B. Contact Details

If contact details are the same as the Supply Contract, please check 'Yes' and proceed to Section C.

Same as Supply Contract?	
Contact Name:	
Job Title:	
Telephone Number:	
Email Address:	

C. Site Details

Site Address (inc. Postcode):	
MPAN:	
EAC (if known):	
Meter Phase:	
kVA:	
Whole Current	
CT Cabinet Installed (HH Meters Only):	
CT Ratio (HH Meters Only):	
High Voltage (HH Meters Only):	
Low Voltage (HH Meters Only):	

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D. Customer's Authorised Signature

The following provisions are supplemental to and amend the terms and conditions that apply to your energy supply contract with us.

1. Once we have received your request for a meter installation, we will contact you to provide an installation fee quote. Your quote will be based on the information provided to us in this form; if the information proves to be inaccurate or changes for any reason, we may adjust the fee to reflect the actual circumstances. Additional charges apply to aborted site visits, if the cause is anything you have done or not done (but should have). Subject to paragraph 4, all fees and related charges are non-refundable.
2. We will only install a meter in response to this request if:
 - a. you have entered into a contract with us for the supply of electricity to the premises at which the meter is to be installed;
 - b. the supply point at which the meter is to be installed has been connected to the local distribution network by the relevant distribution network operator and all necessary lines, wires, cables and tails are in place and ready to install a meter;
 - c. the relevant distribution network operator has created an MPAN (meter point administration number) for your supply point and registered it on ECOES (a national industry database); and
 - d. you have paid to us the relevant installation fee set out in our quote.
3. Our metering agents will contact you to arrange a suitable date for installing the meter. While we cannot guarantee an installation date, our agents will normally look to agree an installation within 12 business days of the date on which we become the registered supplier in respect of the supply point. It can take longer for certain locations which are more difficult for our agents to access.
4. If you have not paid the installation fee set out in our quote within 5 business days, or if we have been unable to complete an installation within 20 business days of receiving your payment, we may abandon the installation. Where this is the case, we will refund any installation fee paid to us by you, but only if we have not been prevented or delayed from installing a meter by anything you have done or not done (but should have). If we tell you that we have abandoned the installation, you will be allowed to change the registered supplier in respect of the affected supply point by agreeing a contract with a replacement supplier.

Name

Signature

Job Title

Date