

Meter Appointment

Good news! Your site is now progressing through the registration process which can take between 3 and 5 days.

To ensure a successful and timely installation our Technical Support team require the below information. If you haven't sent this over already, please make sure you do within the next few days.

Required Information:

- Preferred appointment date
- MOP contract signed and returned
- Site contact on the day (if this differs from your new connection application form)
- CT/VT Ratio (HH supplies only) – including confirmation of the CT installation date (if different to new connection application form)
- Location of the meter (i.e indoors or outdoors) and access requirements
- Any site location notes. If a remote postcode please provide the What 3 Words
- Is a site induction required and if yes can this be done online prior to arrival? If no, then how long will this take when our technician arrives on site?
- Are RAMS required upfront?

Once this information has been returned, appointments are usually available within 10 working days.

It is your responsibility to ensure the site is ready for the meter installation (DNO cables in and electrical contractor work complete e.g. tails, RCD and earthing rod). If your appointment is aborted due to the site not being ready for metering or if you cancel an appointment with less than 48 hours' notice you may incur a charge which will be invoiced directly by EDF Meter Operator.

To ensure the site is ready for meter installation, we do offer a free site readiness checking service. You would be required to provide photos of the supply (service head) and meter position set up including customer switch gear and earthing arrangements so that one of our Engineers can review the set up and determine whether the site is ready for metering. This can add a few days onto the process, but we have found taking this route can significantly reduce the chance of an aborted site and improve the customer experience. If you'd like a free site readiness check, please contact your Sales Account Manager or the Technical Support team.

If you have any further questions please contact TechnicalSalesupport@edfenergy.com

Kind regards

Mark Burdus
Technical Sales Team Manager,
EDF Business Sales