

# 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

## A step by step guide

The guide below shows the steps to follow to secure a successful new electricity connection. Rollover each step for a guide to the process...

Responsibilities of each party

- Your action
- DNO action
- EDF Energy action



# 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). It is now mandatory for all new meters from profile class 5-8 to use AMR metering (unless you choose to install a HH meter). [Click here to find out more.](#)

## 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). [Click here to view an example.](#)

## 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 request go to:  
[edfenergyonline.co.uk/new-connections/](https://edfenergyonline.co.uk/new-connections/)

Got a question? You can call us on: **0845 366 3666**

### Have a more complex project?

Our Strategic Venture Development 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**



## e-guide - a better way of working

Why an e-guide? At EDF Energy we are committed to using the most sustainable working practices wherever possible and this includes 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. This is in an ideal format for the modern screen based working environment.

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To view our fuel mix visit [edfenergy.com](http://edfenergy.com)

These notes are intended as a guide. For further information, participants should refer to the Environment Agency website

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