

Get connected

7 steps to your quick connection

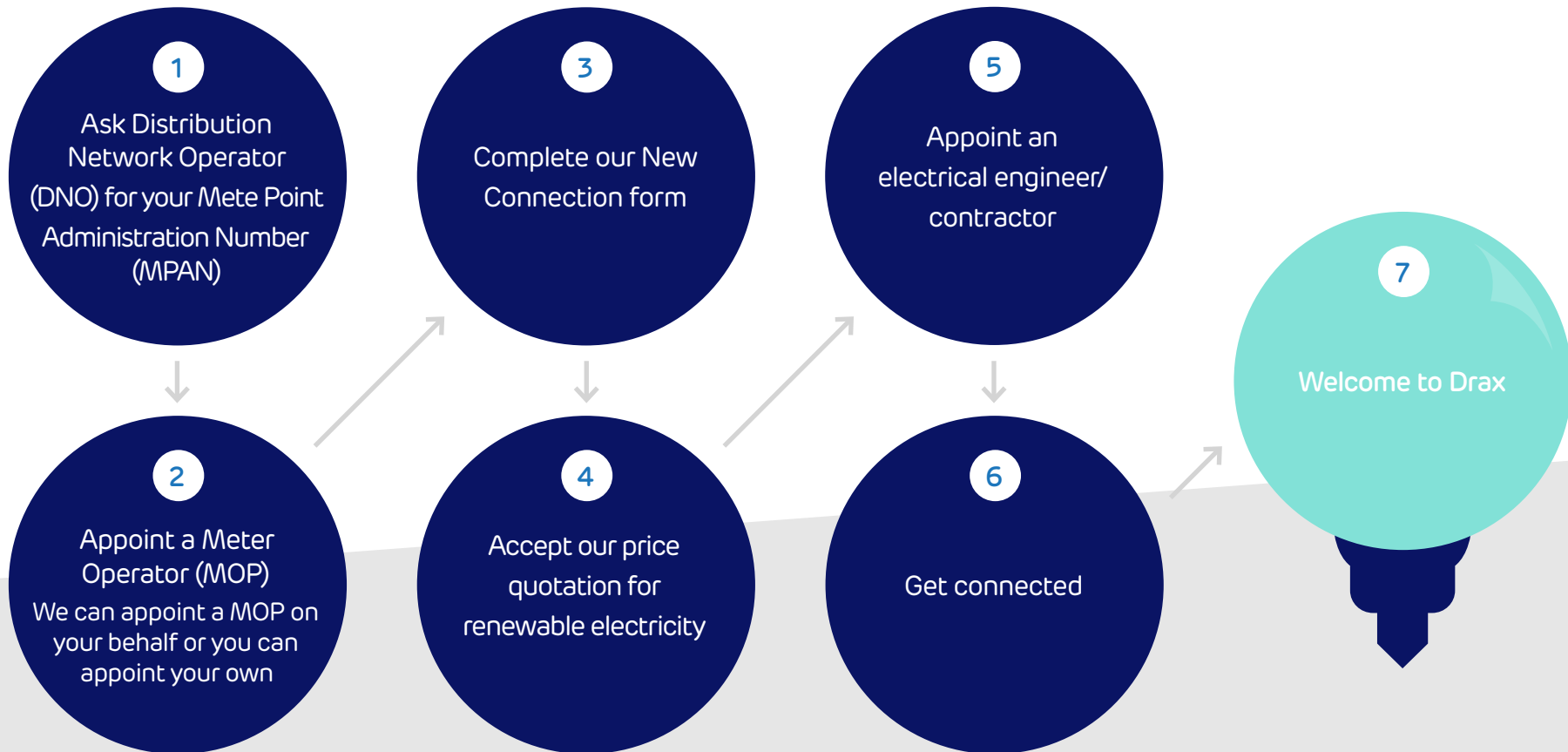
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7 steps to your connection

You need electricity for your organisation - right now - and we're to help. We can usually make this happen within five weeks of receiving a New Connection form.

Below is an overview of our New Connections process. Our Energy Cheat Sheet at the end of this document explains the abbreviations.



While having an overview of the process is useful, there's a little more detail about each of these steps:

1 Ask DNO for your new MPAN

Contact your DNO (find your DNO with this [map](#)) and ask for a new MPAN - the number identifying your unique electricity supply point.

Your DNO will give you a kilo Volt Ampere (kVA) per MPAN. They will explain if you need engineering work (e.g. external digging and/or cabling) to get connected and, if so, how much this will cost. This must be done before an MOP can install the meter.

2 Appoint a MOP

You'll need a MOP and there are two options here:

1. We can appoint a MOP on your behalf and take away the hassle for you. If we incur any costs, we'll pass them on to you.
2. You can appoint your own MOP – find one at the Association of Meter Operators' [website](#)

For complex requirements, and if rewiring or renovations are needed, you may want the help of a qualified engineer or contractor in any discussions.

3 Complete our New Connection form

We can send you an indicative quote for your client if you can give us the New Connection form.

Before we can send you a quotation, subject to terms and conditions, you'll need to fill in and submit the New Connection form and send to **new.connection@drax.com**.

4 Let us know you're happy with the price quoted

We provide renewable energy as standard, and at no extra cost – which we believe is good for the world and for your business.

Once you're happy with our quotation, let us know. We'll then validate and accept your signed offer documentation, register your meter and talk with the MOP to organise installation.

This part of the process can take up to five weeks; we'll update you on progress and the MOP will get in touch to arrange a convenient installation date.

5 Appoint an electrical engineer/contractor

You'll need a qualified electrical engineer/contractor to prepare your premises for and attend the installation.

Your engineer or contractor must test the electrical equipment and internal circuits before issuing a Wiring Completion Certificate. The MOP will need to see this.

If you have complex electrical requirements, or need renovations or re-wiring, you may want help. It is a good idea to engage an engineer or contractor at the start of the process to help you liaise with the DNO.

6 Make the connection

The MOP will come to your premises to install the meter(s) on the agreed date.

It's your responsibility to ensure the site's set up correctly for the installation. So, you'll need your own electrical engineer or contractor on site to energise the internal circuits and hand over the Wiring Completion Certificate. If the meter is High Voltage (HV), the DNO may need to be on site to energise the supply.

How long an installation takes depends on the site configuration. It's usually about two hours.

7 Welcome to Drax

Your installation has been successful.



Energy Cheat Sheet

The new connection process (and energy industry in general) is full of acronyms and jargon that make little sense - unless you're an energy geek. So, for non-nerds...

| Acronym | Full description | Explanation |
|-----------------|-------------------------------|---|
| CT | Current Transformer | <p>This device allows for the measurement of high-value currents over 70kVA (see 'Declared Capacity').</p> <p>It steps down (transforms) the current to a level that a normal-range ammeter, which measures the circuit's current, can handle.</p> <p>If you have a CT connection, please confirm that the:</p> <ul style="list-style-type: none"> • Cut out is in place • CT is wired to the CT Chamber/Cabinet • Lugs are crimped and fitted to the end of the tails • Tails are available for connection |
| CT Ratio | Current Transformer Ratio | Ask your DNO for this ratio (e.g. 100/5; 500/5) to ensure that your meter is programmed correctly. If the ratio is wrong, your bills will be calculated incorrectly. |
| DA | Data Aggregator | These are the agents responsible for obtaining and managing usage and settlement data, and providing it to suppliers for billing. If you have a direct contract with any of these agents, please give us the details. |
| DC | Data Collector | |
| DR | Data Retriever | |
| - | Declared Capacity | <p>This is capacity for the new supply measured in kilo Volt Ampere (kVA) – agreed between your electrical engineer/contractor and your DNO.</p> <p>It has a bearing on the set up of the metering and we need it to provide you with a price quotation and, once you've signed a supply contract, to prepare your bills.</p> <p>If your kVA is 40 or more, you'll be assigned a Half Hourly meter.</p> |
| DNO | Distribution Network Operator | <p>A DNO is a company licensed to distribute electricity across one or more of the UK's 14 distribution areas.</p> <p>To discover the DNO for your area, and get to their website, see the Energy Networks Association's map.</p> <p>The DNOs own and operate the cables and towers bringing electricity from the UK transmission network (National Grid) to the premises in that region.</p> <p>Your DNO will give you a new MPAN and let you know if any engineering works need to take place outside your premises (you'll have to pay if they're required) before a MOP can visit to install the new meter.</p> |
| EAC | Estimated Annual Consumption | <p>How much electricity do you expect to use this year?</p> <p>This figure – measured in kiloWatt hours (kWh) per annum – allows us to provide an accurate quotation for your new connection.</p> |

| | | |
|-------------------|------------------------------------|--|
| HH | Half Hourly | <p>A Half Hourly meter records your electricity consumption every 30 minutes and ensures your supplier is able to provide accurate invoices.</p> <p>The level of detail provided by HH data makes it easier to see when you're using the most electricity. We can help you interpret the data, with the aim of reducing your consumption and saving you money.</p> |
| HV | High Voltage | <p>This term refers to electricity voltages high enough to inflict harm on humans (and other living organisms).</p> <p>National Grid transmits, and the DNOs distribute, electricity at high voltages. Local sub-stations convert this HV to a safer voltage level.</p> |
| kVA | kilo Volt Ampere | <p>kVA is the unit of measurement for <u>Declared Capacity</u> - the agreed capacity for the new supply. We need to know the figure to provide you with a quote.</p> <p>Agreed between the customer's electrical contractor and the DNO, this figure should be sufficient to cover the maximum demand requirements of the supply.</p> <p>kVA contrasts with kiloWatts (kW), which measures the amount being converted into output.</p> |
| MOP | Meter Operator | <p>The company that sends an engineer to your premises to fit your meter and energise your supply. The MOP also provides on-going meter maintenance.</p> |
| MPAN | Meter Point Administration Number | <p>The MPAN - also known as an 'S number' or 'Supply number' - identifies a unique electricity supply point, although it can apply across several meters.</p> <p>An MPAN has 13 digits. We'll include it on your invoices once we start billing you.</p> <p>The "core MPAN" - the 13-digit number in the bottom box - is what we'll need to provide a price quotation.</p> |
| MPAS | Meter Point Administration Service | <p>Each DNO operates the MPAS for its area and the MPAS provides MPANs to new connections.</p> <p>So, to get your new MPAN, contact your DNO. To find the DNO for your area, and get to their website, see the Energy Networks Association's map.</p> |
| NHH | Non Half Hourly | <p>A NHH meter usually operates at premises where the total power used is 99kVA or less. Often, the meters are read manually (by you or a 3rd party) and the readings passed on to your supplier.</p> |
| - | Profile class | <p>A standardised classification for how much energy you'll use, and when.</p> |
| - | Single (1) or Three (3) Phase | <p>The methods used for delivering Alternating Current (AC) electrical power.</p> <p>A single phase set-up delivers a whole current supply; the cut out will require one fuse to energise.</p> <p>A three phase (or polyphase) set-up delivers a whole current supply that could be fed into a CT; the cut out will require three fuses.</p> |
| VT (Ratio) | Voltage Transformer (Ratio) | <p>Your DNO should provide this (e.g. 11,000 - 110 volts)</p> |
| WC | Whole Current Meter | <p>A metering set-up that's fed by a single or three phase supply cable, which is directly connected to the meter and measured. WC metering is used for supplies up to 69kVA (3 phase, up to 100AMP/phase)</p> |



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What's next?

To discover more about new connections call **01473 725943** or email **new.connection@drax.com**

Find out where our electricity comes from at energy.drax.com/support/fuel-mix-disclosure.

Customer complaints: We do our best to get things right. However, you can find information about our complaint's procedure at – energy.drax.com/complaints/

energy.drax.com



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