

Electricity new supply form (NSF19)

To avoid delays please submit form 12 weeks in advance.

Administration fees may apply.

This form should be completed where the named customer has chosen SSE Energy Supply Ltd (Southern Electric, Scottish Hydro, SWALEC brands). It is the customer's responsibility to ensure that all electrical connection service work has been completed, having the cut-out and tails installed for a Whole Current connection and for a Current Transformer (CT) connection, the panelling and ancillary wiring installed. As Supplier, SSE's responsibility is to register the supply, appoint agents, and arrange for the installation and energisation of the meter.

Section A – Company / customer details

Existing account number: _____

(For existing contracted business customers only)

Company name: _____
(bill payer)

Business Type: _____
(If other, please specify)

Company registration number: _____

Charity number: _____

Are you a micro business customer?

To be defined as a micro business, you must meet one of the following criteria:

(Please select)

| | | |
|---|------------|-----------|
| Employs fewer than 10 employees (or their full time equivalent) and has an annual turnover or balance sheet no greater than €2 million, | Yes | No |
| Or consumes not more than 100,000 kWh of electricity per year, | Yes | No |
| Or consumes not more than 293,000 kWh of gas per year. | Yes | No |

Billing address: _____

Postcode: _____

Proprietor's details ➡ **Full name:** _____
(For non-limited companies) **Date of birth:** _____
Email address: _____
Telephone number: _____

Home address: _____

Postcode: _____

Previous address: _____
(if less than 2 years) _____

Postcode: _____

If you have any questions,
please call us on:

0345 0709385

Lines are open 8:30am to 5pm,
Monday to Friday.

**Please complete all sections.
Incomplete forms will not be
considered.** - Please send your
fully completed form to:

Email:
be.newconnections@sse.com

Post:
BE New Connections
SSE
Ty Calon
Malthouse Avenue
Cardiff Gate Business Park
Cardiff
CF23 8GL

For assistance in completing this section, please refer to page 5 and if you have a Current Transformer (CT) connection, please also complete the CT panel checklist on page 6.

Section B – Site supply and site access details

All fields are mandatory

Core MPAN: _____

(13 digit supply number provided by the Distribution Network Operator)

Service point position / location: _____

(location of where the meter is to be installed)

Supply address: _____

Postcode: _____

Site purpose: _____

(What the site supply will be used for)

Site access details:

(details of who will be on site
at time of meter installation)



Company: _____

Name: _____

Mobile number: _____

Email address: _____

**Has the Distribution Network Operator (DNO)
work been completed?**

If not, please provide expected completion date

Yes

No

Date: _____

**Has the electrical contractor
work been completed?**

If not, please provide expected completion date

Yes

No

Date: _____

**Do you require the engineer to provide
RAMS (Risk Assessment & Method Statements)?**

If yes, please provide an email address

Yes

No

Email: _____

Will there be free on-site parking available?

Yes

No

**Will the engineer need to attend a
site safety induction course?**

If yes, please specify for how long (in minutes)

Yes

No

Timescale: _____
(in minutes)

Important:

Please confirm what type of supply has been installed and your available capacity in kVA. If you are unsure of these important details, please contact your local Distribution Network Operator (DNO) for clarification.

A Whole Current supply will only ever provide you with a maximum of 69 kVA, whereas a CT supply will usually offer 69 kVA and above.

Section C – Supply type and metering requirements**Preferred date of meter installation:** _____**Available capacity:** _____

(in kVA)

EAC: _____

(estimated annual consumption)

(in kwh)

Supply type:

(Whole Current or CT)

If Whole Current (WC)
please only complete below

Whole Current Connection**Is the site multi point?** **Yes** **No**

(for example Ryefield board)

IF YES, have the secondary points of isolation been added? **Yes** **No****Please confirm appointed agents****Only fill in if you have direct agreements****Meter Operator (MOP)** _____**Data Collector (DC)** _____**Data Aggregator (DA)** _____**Whole Current Service Plan****Quarterly & Monthly billed**

If CT (Current Transformer)
please only complete below

CT Connection**Please provide CT ratio:** _____

(for example 200/5)

IF HV, please provide VT ratio: _____

(for example 11000/110)

Please confirm appointed agents**Mandatory for HH CT supplies****Meter Operator (MOP)** _____**Data Collector (DC)** _____**Data Aggregator (DA)** _____**CT Service Plan****Monthly billed**

Declaration

I request SSE Energy Supply Ltd to start the registration process and make arrangements for a new electricity meter to be installed at the premises above. I accept and understand that I will be liable for any cost of unsuccessful attempts by the Meter Operator to install the metering equipment where the customer or their appointed agent(s) fail to provide access or the site is not ready. I accept and understand that the Meter Operator is responsible for the installation or removal of meters and carries out this work on behalf of SSE Energy Supply Limited. I am aware that I must provide contingency plans for alternative power and that SSE Energy Supply Ltd has no liability whatsoever to me/the customer, should the installation not take place for any reason.

I hereby confirm that the above information is correct and I/we are in a position to sign a 12 month contract as the end user:

Print name: _____

Company name: _____

Job title: _____

Telephone no: _____

Email address: _____

Date: _____

Submit

For assistance in completing the NSF19

Core MPAN (Meter Point Administration Number): - This should have been provided to you by the Distribution Network Operator. It is unique to the installed metering system connection. If you do not know your MPAN, please refer to the Distribution Network Operator.

Site access: – This should be the contact name and number of the person who will meet and provide access to the metering agent. The agent will require either the customer, or their electrical contractor, to be at site when they fit the meter.

Distribution Network Operator: – This is the Company installing the service. They will provide you with a quotation for a new supply. This must be accepted and paid, often accompanied with engineering drawings, a copy of which will need to be passed on to your electrical contractor. Where it is a CT connection, you will be required to sign a connection agreement.

Electrical contractor: - A wiring certificate is required to confirm that your electrical contractor has completed and tested the electrical equipment and internal wiring, to a point that it is safe to connect

Agent appointment: - Where it is a CT connection you have the option to appoint a Data Collector/Aggregator and/or Meter Operator. Please specify the agent and ensure a signed contract is in place with the said agent, prior to the requested supply start date. For Whole Current connections, SSE will appoint agents, unless you specify otherwise.

Meter type & capability: - There are 2 types of metering – Whole Current (WC) used for supplies up to 69 kVA (3 phase 100amp / phase) and Current Transformer (CT) for supplies 69 kVA or over. If you are unable to provide this information, please refer to the Distribution Network Operator. Whole current metering cannot be installed on CT connections, and vice-versa.

CT connections: - You are required to confirm: (a) the cut-out panel is in place (b) the CTs are installed and wired to the CT chamber test block (c) the customer's cables "tails" from the main switch to the CT chamber (including "Lugs" crimped onto the end of each of the tails) are available for connection (d) the Distribution Network Operator has left the cut-out fuse holders in the sealed CT cabinet. It is the joint responsibility of the customer's electrical contractor and the Distribution Network Operator to agree the equipment and work each party is responsible for providing.

CT ratio: - In order to ensure that the correctly programmed meter is installed, please ensure your Distribution Network Operator contact provides both you, and the Meter Operator, with full details of the appropriate ratio (e.g.100/5, 500/5). Metering systems installed with an incorrect CT/ VT ratio could result in incorrect billing to the end customer. (VT- Voltage transformer ratio requested by MOP on HV accounts).

Authorised supply capacity: - This is measured in Kilo Volt Amps (kVA) and is the capacity requested by your electrical contractor / consultant, sufficient to cover your maximum supply requirements. This capacity requirement should have been incorporated in the design of the connection by the Distribution Network Operator and included on the connection agreement between yourselves and the Distribution Network Operator. If you are unsure of this value, please refer to either your electrical contractor or the Distribution Network Operator. This value is required to provide you with a supply quote. Please do not confuse this value with the supply amperage (Amps).

Meter position / location: - Where you know the intended position of the metering system, please provide as much detail as possible. A picture of the meter position should be sent for more complicated installations.

Service plans: - CT Connections, please choose a monthly service plan, and for Whole Current connections, a Quarterly/Monthly service plan.

Supply type: - Three types of Whole Current connections, "single phase", "three phase" and occasionally "split phase". If you don't know the type of connection installed, please refer to the quotation or the connection agreement issued by the Distribution Network Operator.

Voltage: - Three types of CT voltage levels: Low Voltage (LV) - under 1000 volts, High Voltage (HV) - 1,000 volts and above but less than 22,000 volts and Extra High Voltage (EHV) - 22,000 volts and above. LV supplies can be substation or network fed. Please advise only if you know how the LV supply is fed. If you do not know the supply voltage, please refer to the quotation or connection agreement issued by Distribution Network Operator.

Meter installation and energisation date: - Normally we allow 12 weeks to arrange a new connection, including a minimum of 10 working days to arrange for the Metering System to be installed and energised. If the Meter Operator is unable to install due to incomplete connection work by either the Distribution Network Operator or Electrical Contractor, they will make an aborted charge. In both instances this charge would be payable by yourselves. Please be aware that a connection energised without a supplier registration is electricity theft.

CT panel checklist

For CT connections only

Important:

To book a CT meter installation appointment, **please fully complete this CT checklist.**

| Responsibility of: Distribution Company | Action required: | Date installed: | or expected completion date: |
|---|--|-----------------|------------------------------|
| | The Cut Out and panel is in place | | |
| | The CTs are installed and wired to the test block | | |
| | The tails from the customer main switch are pulled down through the CTs and are connected into the Cut Out | | |
| | The fuse holders with the correct fuses left in the sealed CT cabinet | | |

| Responsibility of: your electrician | Action required: | Date installed: | or expected completion date: |
|--|---|-----------------|------------------------------|
| | Install the main switch or isolator | | |
| | Provide meter tails and lugs as per the instruction from the Distribution Company | | |

| Responsibility of: yourself | Health & safety information | Please select relevant answer | Additional information |
|--------------------------------|--|--|------------------------|
| | Is the meter location safe and accessible? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| | Are there any health & safety issues (e.g. induction prior to attending site)? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| | Is there free on-site car parking available? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |