

New Connection



Before we can send you a quotation, you'll need to fill in and submit the following form and send to: newconnect.requests@havenpower.com

Your new Meter Point Administration Number (MPAN)	<input type="text"/>
Name of your business	<input type="text"/>
Supply address	<input type="text"/>
	Postcode <input type="text"/>
	Name <input type="text"/>
	Job title <input type="text"/>
	Phone <input type="text"/>
	Email <input type="text"/>
Contact details	Name <input type="text"/>
Your organisation's key contact(s) e.g. the people handling invoices and/or making energy purchasing decisions.	Job title <input type="text"/>
Please provide the name and phone number of the person who will let the MOP engineer onto the premises on installation day (shaded blue boxes).	Phone <input type="text"/>
	Email <input type="text"/>
	Name <input type="text"/>
	Phone <input type="text"/>
Name of your DNO	<input type="text"/>
Name & contact details of your electrical engineer/contractor	<input type="text"/>
Name of your Meter Operator (MOP)	<input type="text"/>
Only complete if you're appointing your own MOP	
Current Transformer (CT) / Whole Current Meter (WC)	<input type="text"/>
CT ratio	<input type="text"/>
Voltage Transformer (VT) ratio	<input type="text"/>
For High Voltage (HV) or Extra High Voltage (EHV)	
Single or Three Phase	<input type="text"/>
Declared capacity (kVA)	<input type="text"/>
Estimated annual consumption (EAC)	<input type="text"/>
Site completion date	<input type="text"/>
Your preferred meter installation date	<input type="text"/>
Mobile phone coverage	<input type="text"/>
Please describe if signal is Weak/OK/Strong.	
Declaration (if using Haven Power's appointed MOP)	Once I have completed and submitted this form, and signed the necessary paperwork including a supply contract, I'd like Haven Power Limited to arrange the installation of a new electricity meter at the premises above. I understand and accept that I will be liable for the cost of any unsuccessful attempts by the Meter Operator to install the metering equipment due to me not providing site access/not ensuring the site is ready. I understand and accept that the Meter Operator is responsible for installing or removing meters and carries out this work on behalf of Haven Power Limited.
Please tick "Agree" if you're happy with the statement and would like us to proceed with your new connection.	<input type="checkbox"/> Agree

Declaration (if appointing your own MOP)

Please tick "Agree" if you're happy with the statement and would like us to proceed with your new connection.

Once I have completed and submitted this form, and signed the necessary paperwork including a supply contract, I will appoint a Meter Operator and arrange the installation of a new electricity meter at the premises above. I understand and accept that I will be liable for the cost of any unsuccessful attempts by the Meter Operator to install the metering equipment due to me not providing site access/not ensuring the site is ready.

Agree

Your agreement with Haven Power Limited

Complete the form and tick "Agree".

I agree to be charged for electricity in accordance with the Terms and Conditions and Pricing Arrangements under Haven Power Limited.

Your name: _____

Your job title: _____

Date: _____ Agree

- It's the joint responsibility of the customer and the electrical contractor working with the Distribution Network Operator (DNO) to arrange the supply and installation of the equipment and work that each party provides.
- Meter Installation
If you require an appointment before the standard 10 working days have elapsed, we'll contact the Meter Operator to see if it's possible. There's no guarantee of an earlier appointment and the installation is dependent on the availability of the Meter Operator's engineer. Any urgent or Out of Hours job will be subject to additional charges, and any appointment or miscellaneous charges will be added to the customer's bills.
- The customer should email photographs of the meter position for the more complicated whole current (WC) and all current transformer (CT) meter installations.
- The DNO is responsible for the installation of the electrical connection (and CT arrangements, if required). The customer must specify these works and pay the DNO directly - the DNO must complete its work before the metering installation can take place.
- The DNO should supply the mains fuses - failure to do so will lead to a delay in the installation of the metering and increase cost.
- As supplier, Haven Power will instruct the agents to install the metering.
- Haven Power will only appoint an accredited meter operator (MOP) to install the metering.
- The MOP will install the metering and energise the supply up to the customer's mains switch. (Where applicable, this doesn't include High Voltage and some CT sites.)
- It's the customer's responsibility to provide the assurance to the MOP that it's safe to energise the supply up to the customer's mains switch. The customer's electrician must provide this assurance and must be on site at the time of the meter installation. The customer's own electrician will commission and energise the customer's circuits.
- Where we confirm the eligibility of Profile class 1- 4 customers, we'll endeavour to install a SMETS2 compliant smart meter. When there are exceptions, we'll install an Automated Meter Reading (AMR) device.
- Once installed, your smart meter can record half hourly data. With your consent, we'll use this information to create the most accurate billing possible and make forecasts about your usage. We'll also use it to identify potential energy efficiency savings and products that may help you, and to monitor and reduce the risk of energy theft. By accepting this smart meter, you agree to us getting, storing and using your smart meter information for these purposes, for periods of less than a month. If you don't want to give your consent, please write to us at: Haven Power, 32 The Havens, Ransomes Europark, Ipswich, IP3 9SJ.

I understand and agree to the above conditions

Office use only			
Profile Class	Meter Time switch Code (MTC)	Line Loss Factor (LLF)	Standard Settlement Class (SSC)
New Connections team sign off			Date
Data consent - opted out			Eligible

Where we confirm the eligibility of Profile class 1- 4 customers, we'll endeavour to install a SMETS2 compliant smart meter. When there are exceptions, we'll install an Automated Meter Reading (AMR) device.

Reason(s) for exception:

What's next?

To discover more about new connections call **01473 725943** or email newconnect.requests@havenpower.com