

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)**

Get this from your Distribution
Network Operator (DNO)

Name of your business

Company number

The registered number provided
by Companies House - only
applies if your business is a
limited company

Your business address

If this address is different
from the site needing the new
connection, please also complete
"Supply address" fields

Postcode

Supply address

Only enter details here if you
want the new connection at an
address that's different from
"Your business address"

Postcode

Contact details Your organisation's key contact(s) e.g. the people handling invoices and/or making energy purchasing decisions. 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).	Name
	Job title
	Phone
	Email
	Name
	Job title
	Phone
	Email
	Name
	Phone

Name of your DNO

Your metering type

Enter either Half Hourly (HH) or Non-Half Hourly (NHH)

Name & contact details of your electrical engineer/contractor

Name of your Meter Operator (MOP)

Only complete if you're appointing your own MOP

Current Transformer (CT) / Whole Current Meter (WC)

Choose one only - either CT or WC

CT ratio

Voltage

Enter one only - either Low Voltage (LV), High Voltage (HV) or Extra High Voltage (EHV)

Voltage Transformer ratio

Single or Three Phase

Choose 1 or 3

Declared capacity (kVA)

Earthing system

Your DNO will provide this, as one of the following:

TN-S; TN-C-S (PME); TT; TN-S; IT

Estimated annual consumption (EAC)

Site completion date

The date you expect all external and internal work (if any) to be completed

Your preferred meter installation date

This must be later than the Site completion date; achieving it is dependent on registration process and the MOP's schedule

Meter position

Please provide details - and/or photos for WC and CT meter installations - to help the metering engineer.

Mobile phone coverage

If the mobile phone signal in/near your premises is poor, this may affect the connection to the meter. Please describe if signal is Weak/OK/Strong.

Declaration (if using Haven Power's appointed 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'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.

☐ 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

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1. 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.
 2. 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.
 3. The customer should email photographs of the meter position for the more complicated whole current (WC) and all current transformer (CT) meter installations.
 4. 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.
 5. 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.
 6. As supplier, Haven Power will instruct the agents to install the metering.
 7. Haven Power will only appoint an accredited meter operator (MOP) to install the metering.
 8. 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.)
 9. 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.

I understand and agree to the above conditions []

What's next?

To discover more about new connections call

01473 725943 or email newconnect.requests@havenpower.com