



New Connections Guide

A guide to new connections with Haven Power

A man with a beard and short hair, wearing a grey suit, white shirt, and patterned tie, is smiling and looking to his left. The image has a blue overlay. The text "assisting you with your new connection with Haven Power" is centered in the lower half of the image.

assisting you with
your new connection
with Haven Power



A Guide to New Connections

The following guide has been created to assist you with your new connection with Haven Power. If you have any questions please speak to your Haven Power sales contact.

Please be aware that there are multiple parties involved in a new connection.

Haven Power is the supplier.

We will quote and arrange a supply contract for the new meter and, once a supply contract has been agreed, we will register your new meter and send a request to the relevant meter operator to visit the site and install your meter.

Your meter will be installed by a meter operator (MOP)

For more information, please also refer to our support PDFs: 'New Connections Half Hourly' and 'New Connections Non Half Hourly'.

First Things First

1. Before we can start a request for a new connection, you must obtain a new MPAN from MPAS. To do this, you will need to contact the relevant Distribution Network Operator (DNO) for the area. A map showing DNOs in the UK can be found here: www.havenpower.com/customer-information/emergency-contact. Please note that additional site works or cabling works may be required for the new connection. You will need to arrange this directly with your DNO and incur costs for the work undertaken.
2. The DNO will provide you with a 13 digit core MPAN plus details of the type of metering you require.
3. Once you have the 13 digit MPAN and meter details from the DNO we can provide prices for a supply contract.

New Connection Form

To send you a formal supply contract for your signature, a new connection form must first be completed in full.

Once completed and returned to your Haven Power sales contact, the form will be validated by the new connections team. We can then send you a formal supply contract offer for your signature.

Your Haven Power sales contact will be able to assist with any questions you have about the new connection form.

We are also able to provide indicative pricing if you are not yet in a position to complete the form in its entirety.

Please be aware that we cannot offer a formal supply contract and register your meter until the new connection form is fully complete and validated by our new connections team.



New Connection Requirements

Everything you need to know about new connection requirements and getting your meter installed.

Indicative pricing requirements

To enable us to offer indicative supply contract pricing for your new connection we would require the following information as a minimum.

- 13 digit MPAN
- KVA
- Estimated Annual Consumption (EAC)
- Number of phases
- Current Transformer (CT) or not.

Meter Operator requirements

For Half Hourly (HH) metering you will need to arrange your own MOP contract and provide us with a copy of this countersigned agreement. For Non Half Hourly (NHH) metering we will appoint a MOP for you.

Installation of the meter is subject to the availability of the chosen MOP. Installation of the meter can only take place after a supply contract has been agreed and the meter has been registered by us. Please speak to your sales contact to discuss timeframes for this.

Getting installed

Once you have signed a supply contract with Haven Power, we will register your meter and send an instruction to the MOP to install your meter. Your sales contact can provide dates and timeframes for this and our new connections team can send you updates as your installation passes through each stage of the process.

A MOP engineer will attend the site on your specified date to install your meter and energise. If the meter is High Voltage (HV) you may also need to arrange for the DNO to be on site on this day to energise the supply.

It is your responsibility to ensure the site is ready to accept the metering on the installation date and to provide assurance that the electrical installation to be connected to the meter is safe. The meter operator will not energise the supply if the safety assurance is not provided. You will need your own electrical contractor on site to energise internal circuits.

Installation successful!

Once installed, you will be allocated an internal Haven Power customer service advisor who will be your direct point of contact for billing going forward.

For more information on new connections, contact us on:
01473 725943

or email
contact.us@havenpower.com



Haven Power

New Connections

Half Hourly

You

Us

To start the process for requesting a new meter you will need to contact your local Distribution company to arrange a new supply.

Contact us to begin the process: contact.us@havenpower.com or 01473 725943.

You will need to appoint and enter into a contract with a Meter Operator (MOP) for your electricity supply. Haven Power will appoint a data collector and a data aggregator for you unless you wish to enter into a contract with them on your own terms.

You will need to complete and return the Haven Power new connection application form. It may be returned along with the Meter Operator Contract, by scanning and emailing or faxing or by post.*

On receipt of your fully completed new connection form, we will send you a proposed quotation for the supply of electricity.

To enter into a contract with Haven Power for your electricity supply, you will need to sign, date and return all offer documentation.

When we receive, validate and accept your signed and completed offer documentation, we will begin the necessary process to register your new meter and send instruction to your contracted MOP for installation.

Your contracted MOP will then attend site and install your meter on a given date (subject to their availability). You will need your own electrical contractor on site to energise internal circuitry.**

Your meter is now installed! Your agents are appointed and your contract has been set up with Haven Power.

Congratulations!

* Be aware that posting it with a time constraint may delay proceedings. **It is your responsibility to ensure the site is correctly set up for the meter operator to install your new meter on the day of the appointment.

Haven Power

New Connections

Non Half Hourly

You

Us

To start the process for requesting a new meter you will need to contact your local Distribution company to arrange a new supply.

Contact us to begin the process: contact.us@havenpower.com or 01473 725943.

You will need to complete and return the Haven Power new connection application form. It may be returned by scanning and emailing or faxing or by post.*

On receipt of your fully completed new connection form, we will send you a proposed quotation for the supply of electricity.

To enter into a contract with Haven Power for your electricity supply, you will need to sign, date and return all offer documentation.

When we receive, validate and accept your signed and completed offer documentation, we will begin the necessary process to register your new meter and send instruction to the Meter Operator for installation.

The Meter Operator (MOP) will then attend site and install your meter on a given date (subject to their availability). You will need your own electrical contractor on site to energise internal circuitry.**

Your meter is now installed! Your agents are appointed and your contract has been set up with Haven Power.

Congratulations!

* Be aware that posting it with a time constraint may delay proceedings. **It is your responsibility to ensure the site is correctly set up for the meter operator to install your new meter on the day of the appointment.





32 The Havens,
Ransomes Europark,
Ipswich, IP3 9SJ

**To find out more about Haven
Power or to get a quote, speak to
your sales contact or visit
www.havenpower.com.**

T: 01473 725943

E: contactus@havenpower.com