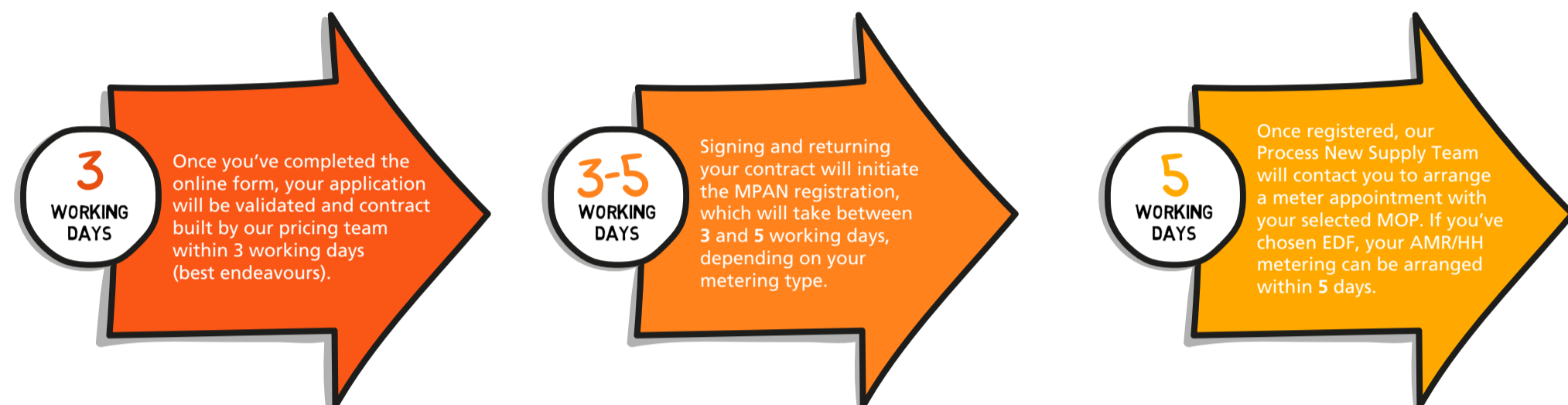


YOUR HANDY GUIDE TO NEW CONNECTIONS WITH EDF



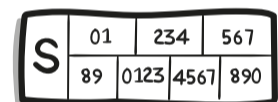
So, you've seen our video on how to get a new electricity supply. Here's how we can help make the process easy for you.

CHOOSING EDF AS YOUR ENERGY SUPPLIER



1 CONTACT YOUR DISTRIBUTION NETWORK OPERATOR:

- A Distribution Network Operator (DNO) is a company that owns and operates all the cables and infrastructure bringing electricity from the national transmission network to your home and business.
- Before you can connect your electricity, you need to talk to your chosen DNO and confirm how much electricity you'll need to run your site. You can find a list [here](#) of all the DNOs in the UK.
- Your chosen DNO will provide you with an MPAN, which is your unique serial number for your new supply. You'll need to give us your MPAN number for us to create a supply quote for you.



2 COMPLETE A NEW CONNECTIONS FORM WITH EDF:

- Now you have your MPAN, the next step is to complete our simple, easy-to-use online form and provide us with all the information we need to progress your new connection.
- [You can find the form here.](#)



3 OUR DEDICATED TECHNICAL SALES TEAM ARE HERE TO HELP:

- We'll validate the information you've given us and generate a supply quote for you.
- Contact the team at technicalsalessupport@edfenergy.com



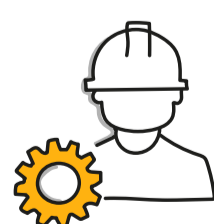
4 YOU'LL ALSO NEED A METER OPERATING PROVIDER:

- A Meter Operating Provider (MOP) is an organisation that installs and maintains your meter.
- At EDF we have our own MOP team who can look after this for you. That way, we can take care of your supply and MOP contract all in one place.
- Our dedicated EDF MOP team will send you the best MOP contract for your supply, which you'll need to sign and return.
- Contact the EDF MOP team at HHMOPContractsAdministration@edfenergy.com



5 GETTING YOUR MPAN REGISTRATION:

- Once you've signed your contracts, your MPAN will be registered with us. Our New Supply team will let you know this has happened and check that your site is ready for the meter to be installed. That means we'll need to have access to the area where your meter will be fitted.
- You'll also receive access to our MyBusiness platform, where you can track your registration and view your account details once you're up and running.



6 TIME TO INSTALL YOUR METER:

- Our dedicated New Connection team will arrange the installation, whether you choose EDF as your MOP or another provider. We know this can sometimes be urgent, so at EDF we have an out-of-hours team who can install your meter outside normal business hours for an extra fee.



7 YOU'RE ALL SET WITH YOUR NEW ELECTRICITY SUPPLY!

- Looking for an upgrade or downgrade to your electricity supply? Our team are on hand to help you with this too. Get in touch at technicalsalessupport@edfenergy.com.