




Your **easy guide** to getting your energy connected



Arranging your new meter request effectively

This easy to follow e-guide is designed to help you understand the roles and responsibilities of each party in the process including your own.

Read on to find out where you need to start and who does what.

Setting up a new energy connection...

Step 1

Contact your Local Network Operator to discuss installation of services. They are responsible for organising cabling from the grid to the meter. You can find out who they are by going to www.energynetworks.org/info/faqs/who-is-my-network-operator.html

Step 2

Once you have arranged a new connection with the Local Network Operator, you will be provided with a supply number MPAN (Electric)/MPRN (Gas) and given a start date for works to commence.

Step 3

Now you have your MPAN/MPRN it's time to contact EDF New Connections team on **0333 200 5117** or request a call back from one of our dedicated team of advisors by going to www.edfenergy.com/sme-business/tariffs/developers

New Connections opening hours Mon-Fri 9am-5pm
If your supply exceeds 72 KVA please contact our Industrial & Commercial team on 0333 200 5117

Setting up a new energy connection...



Step 4

Agree a contract based on your requirements and discuss metering options and timescales.
The registration process takes up to ten clear working days after which the meter installation can be booked.



Step 5

The registration process has now completed and it is time to arrange to have your meter installed.

On an agreed date contact us on **0333 200 5117** to arrange the meter installation.

Lead times will vary depending on your location.

Setting up a new energy connection

Step 7

Your meter has now been installed.

