

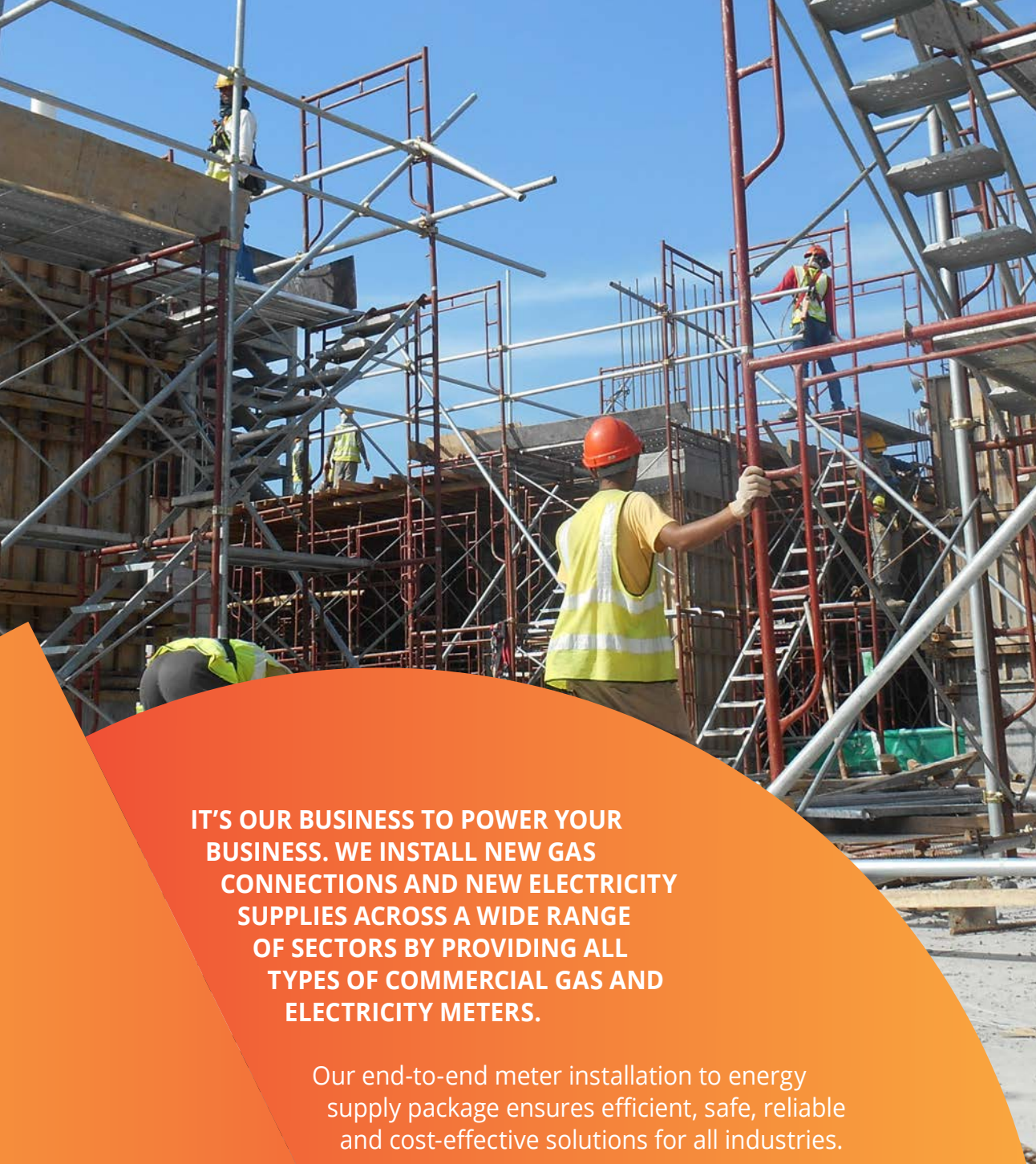


# YÜ ENERGY NEW CONNECTIONS

Your guide to the New Connections  
process



ENERGY



# YÜ ENERGY NEW CONNECTIONS: WHAT WE DO

**As a business energy and water supplier, we're powering the growth of thousands of companies across the UK.**

We work in partnership with our customers to find the right energy solution, tailored to their business needs.

You'll get competitive pricing, dedicated day-to-day operational support and installation of a full range of meters. We also offer short lead times on meter fits, can be on site to answer any questions and take you through the entire process hassle-free.

**IT'S OUR BUSINESS TO POWER YOUR BUSINESS. WE INSTALL NEW GAS CONNECTIONS AND NEW ELECTRICITY SUPPLIES ACROSS A WIDE RANGE OF SECTORS BY PROVIDING ALL TYPES OF COMMERCIAL GAS AND ELECTRICITY METERS.**

Our end-to-end meter installation to energy supply package ensures efficient, safe, reliable and cost-effective solutions for all industries.

# YOUR NEW CONNECTIONS JOURNEY

Wondering what to expect when you work with us? Your dedicated Account Manager will guide you through the process, from your initial planning right through to having your new meter installed. That means reliable support for you and your project when you need it the most.



*"The New Connections team at Yü Energy were very experienced and delivered everything according to the deadlines. They are fantastic to work with and I couldn't be happier with the results."*

**-STEVE MCALEAVY,  
MANAGING DIRECTOR,  
EZI-DOCK**



1. Get in touch to apply for a New Connection



2. Your quote



3. Quote confirmation and contract signed



4. Register your meter



5. Arrange your meter installation



Your New Connection is set up!

YOU'LL GET A QUOTE WITHIN 48 HOURS

YOUR METER WILL BE FITTED APPROXIMATELY THREE WORKING WEEKS FROM WHEN THE SIGNED CONTRACT IS RETURNED

# STEP-BY-STEP GUIDE

Find out more information about each step of the process.

## 1. Get in touch to apply for a New Connection

Call us on 0115 975 8258 or email [newconnections@yuenergy.co.uk](mailto:newconnections@yuenergy.co.uk). We'll send you a New Connections Electricity and/or Gas Application Form to capture the details we need to give you a quote, such as your MPAN, MPRN and site details. Missing information on the form can delay the process, so let us know if you need help filling anything in.

Please note that the necessary infrastructure needs to be put in place by the DNO or gas network before we can start the New Connections process.

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## 2. Your quote

Once we've received your completed New Connections Application Form, we'll design your energy connection and email you with a quote and timescales.

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## 3. Quote confirmation

Once you're happy with the quote, we'll send over a contract for you to sign and send back. It will take approximately three working weeks from when we receive your completed contract to fitting your meter.



## 4. Register your meter

In order to get energy supplied to your New Connection, we will notify MPAS that we have been nominated as your energy provider and register your MPAN with them. MPAS (Meter Point Administration Service) is a database that records information about the electricity supply to every UK meter, such as the supplier and Meter Point Administration Number, and needs to be kept up-to-date.

Following this, we will communicate with the DNO, MOP and DC/DA so they are all aware of their roles, responsibilities and timescales. The DNO (Distribution Network Operator) will ensure you are connected to the national electricity or gas network, and your MOP will fit your meter. Once your meter is live, the DC/DA (Data Collectors and Aggregators) will collect billing data to ensure your bills are as accurate as possible.

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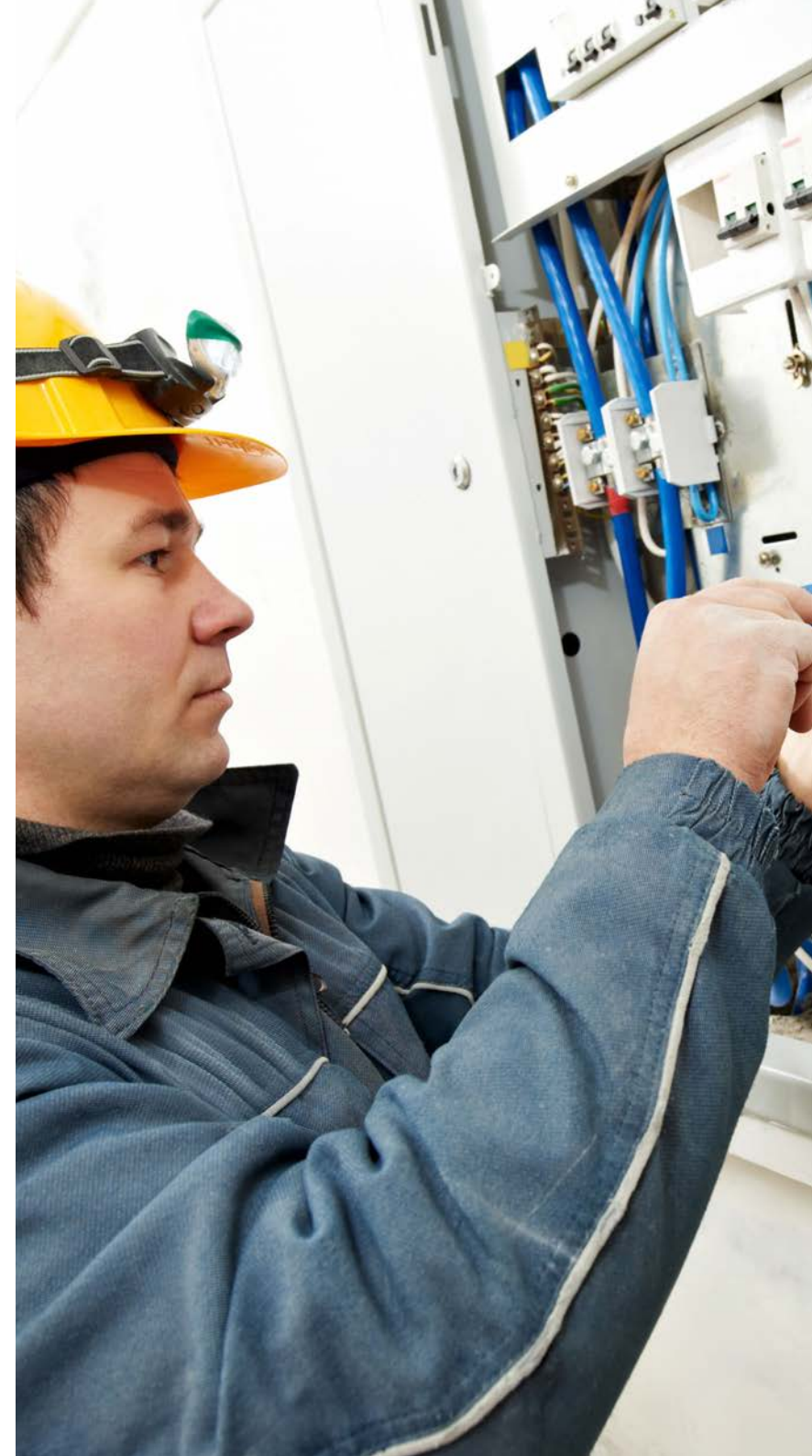
## 5. Arrange your meter installation

Your MOP will contact you to arrange a time to fit your meter that is suitable for you. Before your installation date, ensure your commercial property is ready for the installation, for example by making sure any infrastructure work has been completed before this time. For further details about how to prepare your business for a meter installation, please contact us on 0115 975 8258 or send us an email at [newconnections@yuenergy.co.uk](mailto:newconnections@yuenergy.co.uk)

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## You're all powered up!

Your business is now powered up and ready to go! Your account will be live for billing and you will receive a monthly invoice.



# KEY ROLES AND RESPONSIBILITIES

A quick glance at the roles and responsibilities of each party involved in the New Connections journey.



## The Supplier (Yü Energy)

- Once contracts have been signed, we will register your MPAN/MPRN with MPAS.
- We will liaise with and coordinate the MOP, DNO and DC/DA.



## You (the customer)

- Sign and return contract to Yü Energy
- Ensure your business is ready for the meter to be installed



## DNO - Distribution Network Operator

- The DNO will install infrastructure before a new connection has been applied for with the energy supplier.
- Connect customer's property to the grid.



## MOP - Meter Operator

- Your chosen Meter Operator (MOP) will be in contact with you to arrange and carry out your meter installation



## DC/DA - Data Collectors and Aggregators

- The DC/ DA collect the billing data once your meter is live



# GLOSSARY

## **MPAN : Meter Point Administration Number**

This 21-digit number is used to uniquely identify your electricity supply points and can be found on your electricity bill.

## **MPRN : Meter Point Reference Number**

Your Meter Point Reference Number identifies your gas supply points and can be found on your gas bill.

## **DNO : Distribution Network Operator**

The DNO distributes electricity throughout the country, ensuring that it is transported from the national grid to your business.

## **MOP : Meter Operator**

Meter Operators maintain and fit electricity and gas meters in the UK.

## **DC/DA : Data Collectors and Aggregators**

Data Collectors and Aggregators read meters and collect the data. They then pass this information onto suppliers for billing purposes.

## **MPAS : Meter Point Administration Service**

MPAS is a database that keeps details about the electricity supply to every UK meter.

# FAQS

## **How do I find all the information I need to fill in my New Connections application form?**

You can find this information in the infrastructure report given to you by your DNO, or get in touch with us if you need any help with this.

## **How long does the New Connections process take from end to end?**

Once the contract has been signed and returned, it will take approximately 15 working days to install your meter.

## **How do I find my meter reference number? (MPAN/MPRN)**

When your DNO or gas network has laid the necessary infrastructure, they will provide you with your new MPAN/MPRN.

## **Can you manage meter installations on an independent supply network?**

Yes, as with a standard network we can arrange a commercial supply contract to ensure a smooth registration, meter installation and billing process for your development.

**GOT A QUESTION? TAKE A LOOK AT  
OUR FAQS OR GET IN TOUCH WITH  
ONE OF OUR EXPERTS TODAY.**





# LET'S CHAT

Our friendly team are on hand to answer your queries.



**Talk to an expert right now**

0115 975 8258

We're open Monday to Friday  
9am - 5.30pm



**Send us an email**

[newconnections@yuenergy.co.uk](mailto:newconnections@yuenergy.co.uk)

We'll get back to you within 2  
working days

