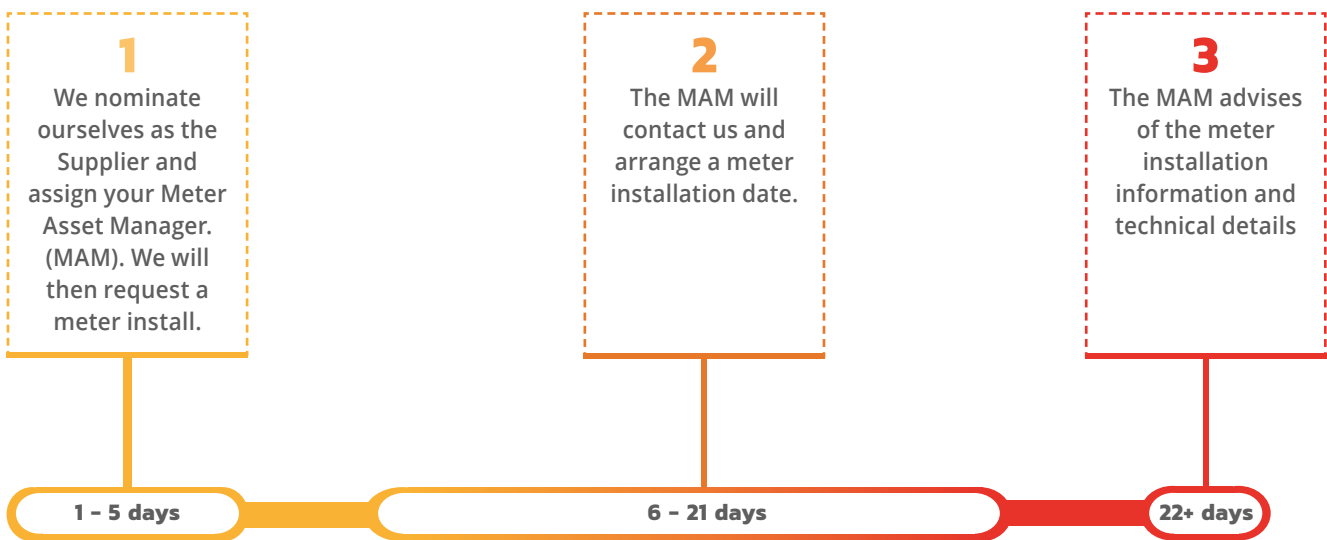


GAS NEW CONNECTIONS TIMELINE



Please note:

- Please ensure your site is ready for a meter installation. If you are unsure about this, please get in touch to discuss the requirements with us.
- All information must be complete as any missing information can delay registration & installation.
- If you are using your own MAM, please let us know when the meter is due to be fitted. It is the customers responsibility to organise the installation date with the chosen MAM.
- If the site is not ready, abortive charges may apply. Should we need to return to the site, there will also be additional costs.
- If there are any parking restrictions on site, please let us know when we are registering the MPRN so that we can make the engineer aware.
- If your site is medium pressure or has a U16 meter or above, you will require a GT1. A GT1 is an application to the supply network that provides us with the site and supply information required for the meter installation. We need this in order to proceed else there will be significant delays in your installation. If you are unsure whether your site requires and GT1 or you need help completing a GT1 request, please contact us.

If you have any questions or queries regarding your new meter install please contact us on



0115 975 8258 (option 4)



NCbackoffice@yuenergy.co.uk

GAS NEW CONNECTIONS TIMELINE



Breakdown and Important Information

Timeline Breakdown:

- 1** Once we receive the gas contract from our Transfer Team, we begin the process of nominating ourselves as the supplier for the MPRN. We request a date that is normally agreed at the point of sale. Sometimes the date is rejected due to annual consumption queries, but we will inform you if this is the case. This takes approximately 3-5 working days.
- 2** Once a date is agreed, we contact a Meter Asset Manager (MAM) and begin arranging the install. For this we require all information listed below to be correct.
Depending on the meter size a GT1 may be required (above U6 and low pressure). Our MAM will not accept the request unless a GT1 is provided.
Once the MAM receives all the information including GT1 (if required) they will then assign an engineer to install the meter. We will then contact you to discuss the date appointed. This process takes approximately 5-10 working days.
- 3** Once the meter is installed, the MAM provide us with the meter details along with the ONJOB flow. We will then check everything is okay and no further work is required. This will take approximately 3-5 working days.

Important Information

What is a GT1?

Supplies that require a meter above a U6 and are low pressure will require a GT1. A GT1 is a request for the service pipe pressure and capacity information. This is arranged by the Customer and the Network and is needed before we can process the contract. Without a GT1 our MAM will not commence the work as they need to know the equipment the engineer requires. If you are unsure whether you need to complete a GT1, please contact us.

Meter Requirements

You must provide the correct meter details at the start of the application. This will avoid any delays, abort charges or potential corrections down the line. This is discussed with the Customer and the gas safe engineer employed by them. The engineer will advise which meter will suffice. If we are advised to install a U6 and a U16 is actually required, there will be a further charge to upgrade the meter to correct the issue. If you need any advice on this, please contact us.

Supply Responsibility

There are 3 parts of responsibility:

1. The supply itself leading up to the premises - This is the responsibility of the Network, Cadent, SGN and various others. They will install the supply.
2. The backboard/meter box/ensuring the supply is ready for the meter installation - This is the responsibility of the Customer. A gas safe engineer will need to be employed to install any boxes, brackets or kiosks that may be needed. Yü Energy are not involved at this stage, but are happy to advise along the way.
3. The meter/supply of gas - This is the responsibility of Yü Energy, the supplier. We will arrange the installation and ensure you are receiving your supply of gas.

General Information

- The meter is the sole responsibility of the MAM, they own the meter and any work required will need to be completed by them. If you are arranging your own meter installation, you will need to update Yü Energy along the way and provide us with contact information for the company as we may need to contact them on your behalf.
- All lead times are a guide and may change depending on agent availability, area and correct information provided.
- Some meters may need a bespoke price as they may need to be built to order, this will be discussed if necessary.