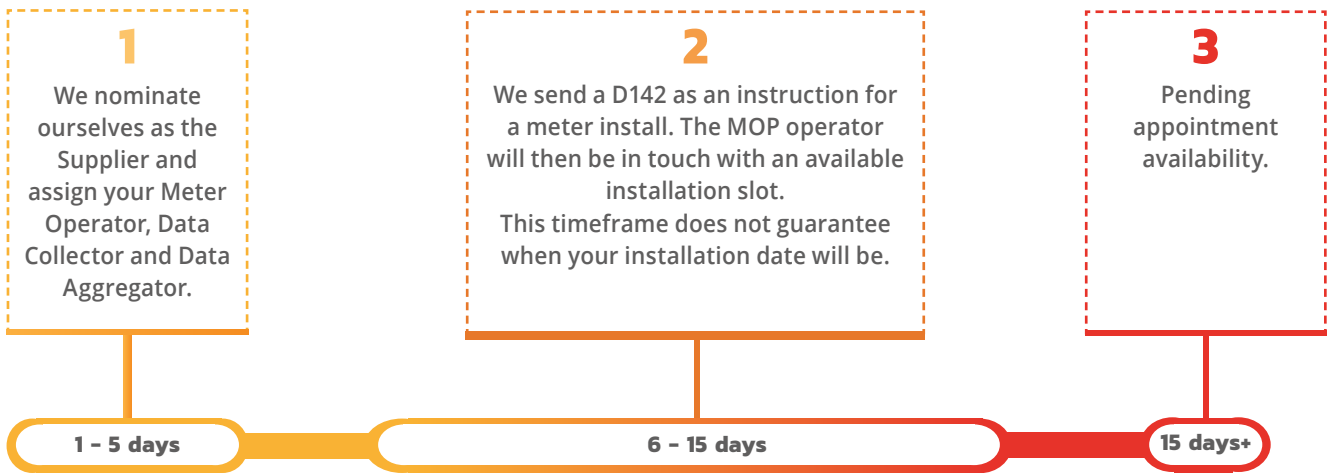


ELECTRICITY NEW CONNECTIONS TIMELINE



Please note:

- All information must be complete as any information can delay registration & installation. Please ensure you include CT Ratio or WC/KVA/LV or HV and whether it is a Temp or Perm supply.
- If you are using your own MOP, please ensure that you have an agreement in place and it is signed by both parties.
- If the site is not ready, abortive charges may apply. These are £150 (+VAT) for non-half hourly and £200 (+VAT) for half hourly meters (£200 (+VAT) for COP5 and £480 (+VAT) for COP3). 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 MPAN so that we can make the engineer aware.
- During stage 2, when we are arranging your installation, you will be asked about site parking, COVID-19 restrictions and any other questions the engineer may be required to know before arriving on site.
- If we require any more information from you during this process, we will be in touch.

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

ELECTRICITY NEW CONNECTIONS TIMELINE



Breakdown and Important Information

Timeline Breakdown:

- 1** Once the contract is agreed and signed, we will apply for the site and appoint the metering agents (either HH MOP/DA/DC or NHH MOP/DA/DC). We will confirm if the site is ready for the meter. This process takes approximately 5 working days.
- 2** After the D142 is issued, it takes up to 3 working days to reach the MOP. They will then add the request to their system and assign an engineer to the job. The MOP will attempt to contact the customer to arrange an installation date. This date is the responsibility of the MOP and the Customer, we will only get involved if requested to do so. Ideally we like this date to be within our lead times, but this is not always possible. This process takes a minimum of 10-15 working days.
- 3** Once the above is completed correctly and the meter is installed, the MOP will then issue Yü Energy the details of the meter. We then build this into our system and update the national database. The account will then be taken off review and the billing process will start. Ideally we aim for this to be completed between 15-21 days from when the first step starts.

Important Information

- These lead times are a guide and may change depending on circumstances like if the site is Whole Current (WC) or Current Transfer (CT). A CT will generally take longer as it requires a CT trained engineer. It is important this is correctly advised at the point of agreeing the contract. Distribution area also has an effect on lead time. Areas like London are difficult to assign due to the busy nature and requirements.

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