

# NEW CONNECTIONS

EVERYTHING YOU NEED TO KNOW



# INTRODUCING YGP NEW CONNECTIONS

Yorkshire Gas and Power is one of the leading providers for gas and electricity connections spanning all sectors.

We supply both commercial gas and electricity meters, making us the ideal partner for your business projects.

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

You'll receive competitive pricing, dedicated day-to-day operational support and the ability to choose to install a wide range of meters that is suitable for your business.



# YOUR NEW CONNECTIONS CUSTOMER JOURNEY

Wondering what to expect when you work with us? We'll provide technical expertise and support you to help to make your install process as smooth as possible.

01

**Apply for a new  
connection**

02

**Receive your  
business quote**

03

**Confirm and sign  
your contract**

04

**Register your meter**

05

**Arrange your meter  
installation**

06

**You are now up and  
running!**



# STEP-BY-STEP GUIDE

## 01. Get in touch with our team

Contact our new connections team via phone, email or fill in the form online. 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 (Meter Point Administration Number), MPRN (Meter Point Reference Number) 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 (Distribution Network Operator) or gas network before we can start the new connections process.

## 02. Your quote

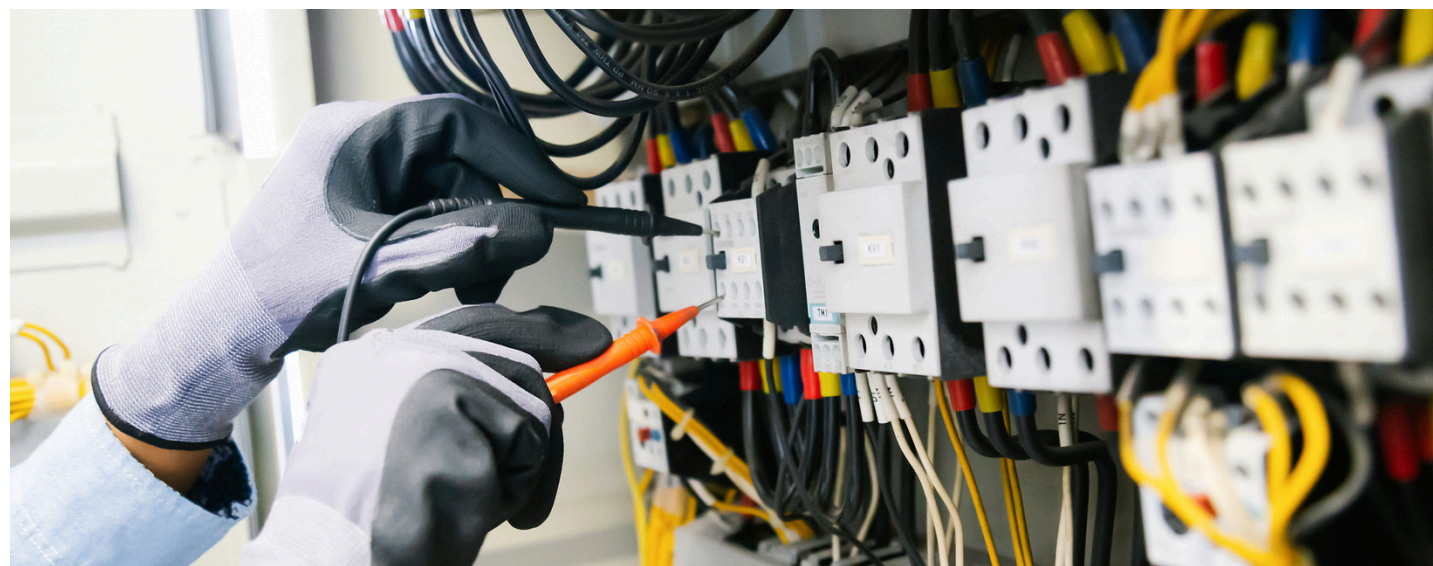
Once we've received your completed new connections application form, we'll email you with a quote and timescales.

## 03. 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 15 working days from when we receive your completed contract to fitting your meter.







#### 04. Get in touch with our team

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.

Following this, we will communicate with the DNO, MOP and DC/DA so they are all aware of their roles, responsibilities and timescales. The 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.

# STEP-BY-STEP GUIDE

#### 05. Arrange your installation

We 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 0113 8560056 or send us an email at [newconnections@ygp.co.uk](mailto:newconnections@ygp.co.uk).

#### 06. Your good to go!

Meter installed! But don't forget, the team is on hand to help with any questions after your meter is installed.

# KEY ROLES AND RESPONSIBILITIES

**Us: the supplier**



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

**You - the customer**



Sign and return contract to YGP. Ensure your business is ready for the meter to be installed.

**DNO - Distribution Network Operator**



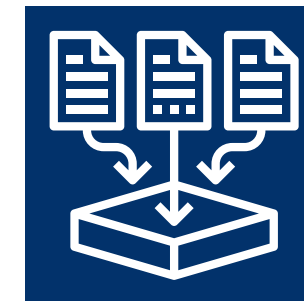
The DNO will install infrastructure before a new connection has been applied for with the energy supplier. The customer's property will be connected to the grid.

**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 United Kingdom.

## **MAM: Meter Asset Manager**

Maintain and fit gas meters in the United Kingdom.

## **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 for every United Kingdom meter.





# FAQS

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

You can find the information in the infrastructure report given to you by your DNO, or don't hesitate to get in touch if you need any help with this.

## **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.

## **How long does the new connections process take from end to end?**

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

## **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.



# CONTACT US

## **HEAD OFFICE**



4305 Park Approach, Leeds, LS15 8GB



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



0113 8560056



[www.ygp.co.uk](http://www.ygp.co.uk)

