

SITE WORKS HH REQUEST FORM



Hello and welcome to
United Gas & Power.

Please fill in the details and read the terms.

MAIN DETAILS

Date of Request:	
MPAN:	
EAC:	
New Meter Phase:	
New Meter Type:	
Voltage Type:	
VT Ratio (Only if high voltage)	
CT Ratio	
CT Cabinet Installed	
IF NO, please provide date	
Measurement Class:	
New Connection Install Date	
Out of Hours Required?	

REQUESTOR DETAILS

Name:			
Phone Number:		Alternative Number:	
E-mail:			

SITE CONTACT DETAILS

Name:			
Phone Number:		Alternative Number:	
E-mail:			

SITE DETAILS

Company Name:			
Micro Business:			
Site Address:		Postcode:	



INFORMATION TO NOTE

Service Level Agreement (SLA) - Meter Works can take up to 4-6 weeks. UGP cannot guarantee time frames due to being arranged according to our Meter Operator engineer availability.

Directions for Assistance - For assistance with technical information please contact your local distribution network for electricity or find a local electric engineer through <http://www.electricalcompetentperson.co.uk/>.

Information to note:

1. No jobs can be arranged without MPAN being live with UGP.
2. Job will only be raised with our Meter Operator once UGP payment received for siteworks quote.
3. All jobs will take into consideration 'Required by date' however cannot be guaranteed due to the SLA timescale.

New Connections - For all new electric connections the customer will need to contact their distribution network (DNO) and ensure the following:

1. Work to fit new service connection has been planned or completed, ideally this would be planned and there would be 6 weeks notice at least.
2. Where possible, request the customer to chase DNO for the service quote which confirms most technical information required.
3. MPAN has been created by DNO and uploaded to ECOES.
4. All tails must be ready before the meter installation, otherwise job may be aborted and lead to a further delay and charges.

Meter Relocation - For all meter relocations the customer will need to contact their DNO to arrange for service cabling to be altered for the new meter location:

1. For an accurate quote, the customer will need to provide a floor plan showing measurements for how they would like the meter to be relocated.
2. All tails must be ready before the meter installation, otherwise job may be aborted and lead to a further delay and charges.

Meter Upgrade/Downgrade - For all new supply downgrades the customer will need to contact their DNO and ensure the following:

1. Work to fit downgraded service has been planned or completed, ideally this would be planned and there would be at least 6 weeks notice.
2. Where possible, request the customer to chase DNO for service quote which confirms most technical information required.

Information to note:

1. All tails must be ready before meter installation, otherwise job may be aborted and lead to a further delay and charges.

Meter Removal - For all meter removals the customer will need to contact their DNO should the following be required:

1. Should service cabling need removing, customer will need to contact their distribution network to remove.