

Providing a fast connection

When Regent Homes was building some new houses in Nottinghamshire, the company turned to npower Business Solutions (nBS) for a connection and temporary supply to provide power while completing the building work.

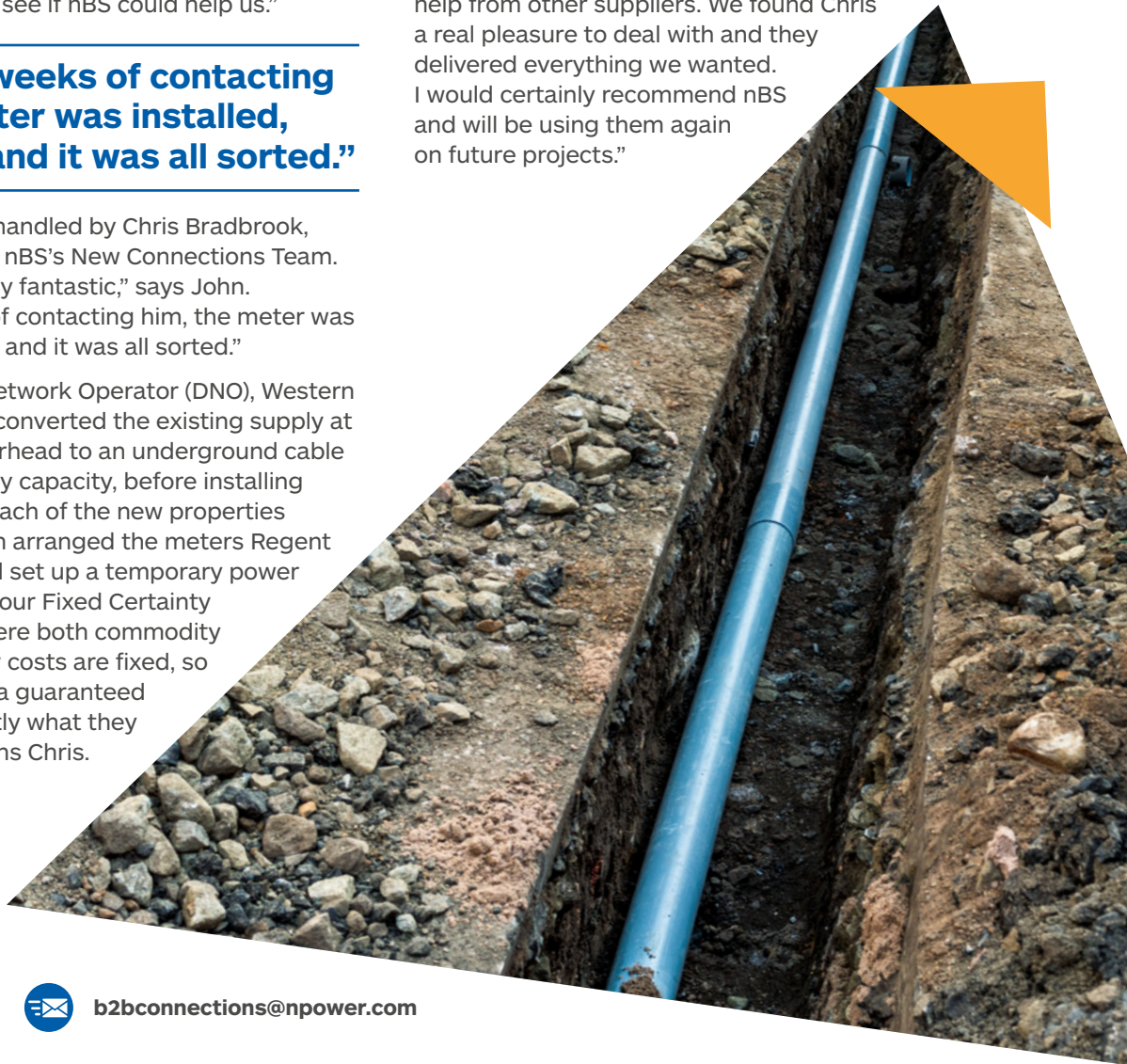
"I was an npower customer for my own domestic supply," explains John Statham, Operations Director at Regent Homes. "So after contacting our usual business supplier and then several others and finding they were all working to a 10-week lead time, we decided to see if nBS could help us."

"Within two weeks of contacting him, the meter was installed, supply live and it was all sorted."

John's enquiry was handled by Chris Bradbrook, Account Manager in nBS's New Connections Team. "Chris was absolutely fantastic," says John. "Within two weeks of contacting him, the meter was installed, supply live and it was all sorted."

Local Distribution Network Operator (DNO), Western Power, had already converted the existing supply at the site from an overhead to an underground cable and increased supply capacity, before installing individual feeds to each of the new properties being built. nBS then arranged the meters Regent Homes required and set up a temporary power supply. "We offered our Fixed Certainty supply contract, where both commodity and non-commodity costs are fixed, so Regent Homes had a guaranteed rate and knew exactly what they were paying," explains Chris.

Once the building work was complete, Chris then arranged for a disconnection, awaiting transfer of supply to the new residents. "We received a great end-to-end service from Chris and nBS," says John. "You don't seem to get that kind of help from other suppliers. We found Chris a real pleasure to deal with and they delivered everything we wanted. I would certainly recommend nBS and will be using them again on future projects."



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