



Business  
Solutions

Energy HQ

# Top tips for a **successful** new connection

*Energy  
Management  
Toolkit*

with Energy HQ

# Welcome

**Setting up an electricity or gas connection to a new site or building upgrade can prove challenging and it is essential all goes to plan to avoid costly delays. Due to the number of parties involved in making a new utility connection happen, it can be unnecessarily complex to manage. However, with the right knowledge, forward-planning and partner support, it is possible to get connected smoothly.**

To help you get to grips with your new connection, Jamie Roche, Business Development Manager at npower Business Solutions, Energy HQ (nBS, EHQ), gives his top five tips for project success.



# 01 Select your energy partner carefully

It is vital that you choose an energy supplier who can advise you through all stages of your project, from planning through to connection, as having a comprehensive view of your project will save you time and money. At nBS, EHQ, we can help you with this through Connect+ our expert connection service.

# 02 Appoint a dedicated contact

Having one point of contact is a key way to minimise risk and ensure success. The right energy partner will facilitate a smooth relationship between your point of contact and the appropriate experts, to ensure the new connection is completed on brief and on time. At nBS, EHQ we appoint one dedicated Account Manager who will assist you through the entire process.

**“We appoint one dedicated Account Manager who will assist you through the entire process.”**

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## Do not overlook outsourcing

Arranging the necessary contractors and completing the administration for a new energy connection can be time consuming work. To combat this, use experts to help manage the process wherever possible. Some suppliers will

assist with certain elements you may need help with, whereas at nBS, EHQ, your Account Manager will be on hand to support you through the whole process and any challenges you may face.

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## Always have a backup plan

As the impact of new connections being delayed can be hugely significant to a business, it is important to have a contingency plan should anything that is out of your control change. For example, what happens if there is a problem with the build and the operators cannot get access to the site?

The unique '**Power in 5 days**' offer from nBS, EHQ, a fast track service to supply a new meter on site within five working days of requesting it, is one way to help ensure you get connected promptly. So, should there be any issues during infrastructure delivery, you can help mitigate this with a speedy connection.

**“Use experts to help manage the process wherever possible.”**

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## Think ahead, what about energy management?

While setting up a new connection and getting a new build project to completion might be the end goal for a Project Manager, to ensure the business is as efficient as possible there is no time like the present to think about energy management. There are a range of energy measurement and tracking tools that can be put in place to support this. Learn more about our **online services**.

# Thank you

**For more information about new connections and how it can benefit your business, contact us and a member of our team can guide you through the next steps and answer any questions you may have.**

## Contact us

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