



Business Solutions

Energy HQ 

# New energy connections

*Energy Management Toolkit*

with Energy HQ 

# Welcome

**Jamie Roche explains how arranging a new gas or electricity meter and energy connection for your business can be complex and time consuming when you try to organise it all by yourself.**

“That’s why we’ve worked hard to identify all the key milestones and simplify the process to ensure each business customer gets a new connection delivered safely, to required specifications, on time and to budget.”

**Jamie Roche,**  
Business Development Manager  
npower Business Solutions, Energy HQ (nBS, EHQ).



# How to get started in 3 easy steps

01

As soon as you know you'll need a new energy connection, it's worth getting in touch with a new connections specialist to start the process.

02

After finding out more about the energy requirements, the site and business requirements, the New Connections Team can produce a bespoke and competitive quotation.

03

Then, once terms have been agreed, electricity meters normally take up to 15 working days, and gas meters between five and ten working days, and potentially longer if a larger gas supply capacity is required.

**“We also offer a ‘Power in 5 days’ service for businesses who need a new electricity connection urgently,” explains Jamie. “This means we can deliver that connection in just five working days, which we believe is an industry first.”**



## Providing visibility and certainty

Whichever meter type or service is selected, every customer is assigned a dedicated Account Manager to manage the process through to completion.

A full timeline is also provided, so that you know exactly what is happening and when. “This is useful to provide visibility and certainty over the necessary steps,” says Jamie.

For larger sites, where perhaps multiple meters or specialist services are required, a bespoke project plan will be created. For smaller and single meter sites, there will also be a degree of tailoring to meet customer requirements, but the process is generally more straightforward.

“Regardless of size, each customer is always treated as an individual and receives the same high standards of care and expertise,” says Jamie.

**“Each customer is always treated as an individual.”**

# Ensuring the site is ready

Generally, at the beginning of the project, the Account Manager will complete a thorough 'site readiness' check to ensure all the necessary infrastructure and cabling are in situ before a meter can be installed.

"This will vary according to meter type, but we can ascertain exactly what's required once we find out more about the site, the customer's requirements and the type of business they will be operating from the location," explains Jamie.

Once this information has been clarified, a supply agreement can be agreed and then that supply will be registered. For example, as a Meter Point Administration Number (MPAN) for electricity supply or a Meter Point Registration Number (MPRN) for gas.

**"We can ascertain exactly what's required once we find out more about the site."**



## Advising on wider input

**A meter specialist will then be booked to attend your site to install the meter.**

“We may need to check whether an electrician or gas engineer has installed various components before this can occur – for example, a mains switch or isolator, or that the necessary pipework is in place. And, in some cases, the customer’s local **Distribution Network Operator (DNO)** may need to complete some work – but we ensure customers know exactly what’s required and by whom at the start of the process,” explains Jamie.

Two days before the meter is due to be installed, the Account Manager will check in with you to ensure all the necessary work has been completed and the site is ready. “This step really helps to avert any last minute problems,” says Jamie.

For Half-Hourly (HH) electricity meters, a Meter Operator (MOP), Data Collector (DC) and Data Aggregator (DA) will also need to be appointed – but this process and all the options are explained upfront by your Account Manager.

Once the meter has been installed, the connection can be made live usually the same day, so the **power** or **gas** supply is ready to use.

“Ultimately, our aim is to make the process of getting a new connection as simple and straightforward as possible for each customer, so that they can then experience a seamless service that saves them valuable time and resources,” says Jamie. “The real key is delivering the meter on time and at a competitive price – and, as a team, we pride ourselves on doing all we can to make this happen for every customer.”

**“Our aim is to make the process of getting a new connection as simple and straightforward as possible.”**

# Meet our Account Managers

Four of our Account Managers share their experiences of working in the **New Connections Team**, and also offer their best tips for making sure any new connection process goes smoothly.



**Lee Rawle,**  
New Connections Account Manager

“After working within the New Connections Team for the past four years, I can honestly say that each day is completely different. It’s such a fast-paced, busy environment that it really does keep me on my toes. Coming from a service background has made it easier for me to relate to customers’ needs and pain points, so I feel well equipped to provide the most efficient service.”

**My top tip:**

“Gathering the correct information is key for a successful new connection. It’s therefore important to ensure you understand the technical aspects (or work with someone who can decode these for you) so you can provide all the necessary details. This will help to mitigate any risk of a new connection failing and increase the likelihood of your supplier delivering the best possible service.”



**Chris Bradbrook,**  
New Connections Consultant Account Manager

“I’ve worked for npower Business Solutions for almost five years, of which the past three and a half have been with New Connections. It’s a challenging and fast-paced environment, where we often work to tight deadlines. I really enjoy interacting with our customers and working closely with them to fully understand their supply and metering needs. This helps me to gain the right level of insight and knowledge so I can identify the best product for them. My particular skills lie within bespoke pricing, project management and relationship management and I pride myself on putting customers first and offering the best possible service.”

**My top tip:**

“Getting a new connection can be a stressful experience for customers who may not understand the complexities and intricacies of the process involved. So work with someone with lots of experience so they can offer the right support, solve any problems and provide the solutions you need.”



**Shahena Begum,**  
**New Connections Account Manager for TPIs**

“I’ve been with the New Connections team for nearly five years and have worked with both direct and third party intermediaries (TPIs), but I now focus on energy consultants – or TPIs. Previously, I worked in the Metering Team, so have lots of experience of the technical aspects of new connections, meter removals, relocations and disconnections, as well as meter fault issues. This knowledge is very useful in my current role, and I’m always furthering my technical understanding so I can add value by liaising with third parties such as electricians, Meter Operators (MOPs) and distribution networks. We are responsible for the account up until the first electricity invoice is issued, so we handle the process end-to-end and are the only point of contact for a customer, which I really enjoy.”

**My top tip:**

“My recommendation when seeking a new connection would be to plan and prepare in advance, as metering takes 10-15 days to arrange, including registration. If you have a planned date you need to have power on by, do not leave it to the last minute – start the process ahead of schedule and provide plenty of notice where you can, so your supplier can accommodate your timescales.”

Shahena regularly receives positive feedback from customers. A direct customer recently commented: “Best metering organiser EVER.” While a TPI said: “I appreciate Shahena’s speedy response and turnaround. For your info, npower Business Solutions, EHQ is much quicker than other suppliers with new connections!”



**Zahrah Samad,**  
**New Connections Account Manager  
for Direct High Volume Customers**

“I’ve been on the team for almost two years and work with direct customers who require a higher volume of electricity and gas. What’s great about this role is that customers have a dedicated contact to manage the new connection process from start to finish. Customers tell us they really appreciate having us on hand to resolve any queries throughout, and being able to tap into our industry experience and technical knowledge, as the process can be quite daunting for them. I really enjoy having this close working relationship with my customers. In many cases, I’ve built up a great rapport where customers trust me to deal with all their repeat new connections, as and when they are needed.”

**My Top tip:**

“When comparing suppliers of new connection services, always check their service level agreements (SLAs) to ensure your connection will be delivered when you need it. If you’re in a hurry, remember we’re the only supplier to offer a **Power in 5 days service**, which will get you connected in just five working days from contract agreement.”

# Case study: Providing a fast connection

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

When Regent Homes was building some new houses in Nottinghamshire, the company turned to nBS, EHQ, for a connection and temporary supply to provide power while they did the building work.

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

John’s enquiry was handled by Chris Bradbrook, Account Manager in the 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 overground to an underground cable and increased supply capacity, then installed individual feeds to each of the new

properties being built. nBS, EHQ 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, EHQ” 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, EHQ and will be using them again on future projects.”



# Thank you

For more information about **new energy connections** 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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