



Unmetered Frequently asked questions



What is a charge code?

All approved equipment connected via an unmetered supply will have a recognised industry charge code assigned to it. This will be a 13 digit reference number and will be used alongside a switch regime to calculate the estimated kWh.

What is a switch regime?

These 3 character alpha-numeric codes identify the number of hours the equipment will operate for on an annual basis.

I have received an email with an attached Unmetered Supply Certificate requesting me to register the MPANs, what do I need to do?

You will need to forward the certificate onto your chosen energy supplier, they will issue a supply contract that you will need to sign and return to them. Once done your supplier will arrange for the MPANs to be registered.

I have an existing unmetered inventory declaration and have installed newer LED lights, what do I need to do?

You will be required to submit a revised full inventory listing to unmetered.distribution@sse.com. Upon receipt we will load your new return and advise both yourself and your energy supplier through the issuing of a revised Unmetered Supply Certificate of any new Estimated Annual Consumption (EAC) figure.

I have been informed that the depot carrying out connection are unable to do so as they state they do not have the necessary authorisation, what do I need to do?

If you are in receipt of an Unmetered Supply Certificate and have not contacted an energy supply to arrange registration, this is what you need to do in order to begin the process of authorisation. If the work is urgent please email unmetered.distribution@sse.com or telephone 0345 0700301 and we will advise you of actions you will need to do in order for the job to proceed as planned.

How can I make payment?

Payment can be made by cheque, bank transfer, debit/credit card or online if you made a web application. Payment details can be found on the acceptance page of your offer. Please note, there is a £5,000 limit when paying by debit/credit card online and over the phone.

How can I request invoice for my payment?

An invoice can be requested from your Commercial Contract Manager or send an email to commercial.contracts@sse.com. We will not be able to provide a VAT receipt when the invoice is issued.

When can the work be done?

Once your acceptance payment has been received; your local Project Manager will contact you within 7-15 working days to schedule in the work. For smaller projects, we aim to connect within 30-40 working days. We are unable to provide a time frame for larger projects as this will depend on works required.

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