Getting your meters installed and the big switch-on

Relevant for new builds and renovations with:
- Up to four domestic supplies
- One small commercial supply
The final stages

At this point, all major works should be nearing completion. The following pages contain a little more about getting your property’s supply connected to our network.

### Making it happen

1. Request a new connection from us
2. Complete your application form, site plan and location plan
3. We will prepare your quotation
4. Sign and pay off your quotation (valid for 90 days)
5. We will help settle any wayleaves and give you a works schedule
6. Our teams will arrive on site
7. We will give you a Meter Point Administration Number (MPAN)
8. Choose an electricity supplier
9. Arrange a meter installation with your chosen supplier
10. Your chosen supplier will install your meter and energise your supply

The following pages will cover steps seven to ten. If you would like more information on the previous steps, check out our part one and part two guides, available to download at ssen.co.uk/connections/usefuldocuments/
Once our men have completed the major works, we will give you a MPAN Number. Keep it to hand as you will need to give it to your chosen electricity supplier.

**What is a MPAN?**

The MPAN, also known as a Supply Number, is a unique number that identifies each electricity supply point. Each MPAN must be registered with a supplier before a meter can be connected and the final energisation can take place.

It’s extremely important for you to note that we are not responsible for installing your electricity meters. We own the cables coming into your property but we are not an electricity supply company therefore we cannot supply your electricity. You must arrange a supply contract with the supplier of your choice. Ofgem, Lloyds Register or a quick search online will give you a list of suppliers in your area. Find more info about choosing an electricity supplier at ofgem.gov.uk/publications-and-updates/energybest-deal-booklet-2013-14
9. Arrange a meter installation with your chosen supplier

Once you have chosen a supplier, you must contact them to register the MPAN(s) associated with the new property(ies). We suggest that you do this as soon as possible in order to avoid a delay in getting connected. They will then arrange for their Meter Operator to fit the meter(s). Please note that meter(s) cannot be installed until all of our connection works have been completed.

10. Your chosen supplier will install your meter and energise your supply

Once all of our connection works are complete and your electricity meter(s) are installed, the Meter Operator will energise the supply(ies).
How it all fits together
Contact us

If you require any further advice or help from us during your connection or just wish to find out a little bit more about what you need to do then please feel free to contact us and we will be more than happy to help.

Visit us at ssen.co.uk

or contact us on:

Scotland

📞 0800 048 3515
✉️ connections@sse.com

England

📞 0800 048 3516
✉️ connections@sse.com