



METERING – CONNECTION OFFER GUIDANCE

REF-NET-COM-026	Metering – Connection Offer Guidance		Applies to
			Distribution ✓
Revision: 1.00	Classification: Public	Issue Date: July 2026	Review Date: July 2034

	Name	Title
Author	Maryline Guinard	Connections Policy Analyst
Checked by	Michael Allison	Connections Policy Engineer
Approved by	Rob Gladstone	Connections Policy Senior Manager

CONTENTS

1	Introduction	3
2	References	3
3	Background	3
4	Metering and Supply Considerations	4
5	Requirements for Unmetered Connections.....	6
6	Revision History	6

REF-NET-COM-026	Metering – Connection Offer Guidance	Applies to
		Distribution ✓
Revision: 1.00	Classification: Public	Issue Date: July 2026
		Review Date: July 2034

1 Introduction

This Guidance Note provides supporting information on ‘Metering and Supply Considerations’ and ‘Requirements for Unmetered Connections’ for the Distribution System Connection Offer provided to the Customer by the Company. This Guidance Note applies to large and major ‘Demand’ and/or ‘Generation’ Connection Offers.

Reference to this Guidance Note when reviewing and interpreting Connection Offers is essential to ensure consistent interpretation and approach.

2 References

The documents detailed in Table 2.1 – Scottish and Southern Electricity Networks Documents should be used in conjunction with this document.

Table 2.1 – Scottish and Southern Electricity Networks Documents

Reference	Title
REF-NET-COM-004	SSEN Standard Terms and Conditions for Large and Major Demand Connections
REF-NET-COM-019	SSEN Standard Terms and Conditions for Large and Major Generation Connections
REF-NET-COM-020	Connection Offer – Glossary of Defined Terms
REF-NET-COM-021	Alternative Providers – Connection Offer Guidance
REF-NET-COM-022	Reinforcement Works – Connection Offer Guidance
REF-NET-COM-023	Transmission Works – Connection Offer Guidance
REF-NET-COM-024	Site Requirements – Connection Offer Guidance
REF-NET-COM-025	Land Rights – Connection Offer Guidance
REF-NET-COM-027	Flexible & Curtailable Connections – Offer Guidance
REF-NET-COM-028	Change & Variations – Connection Offer Guidance
REF-NET-COM-029	Project Programming – Connection Offer Guidance

3 Background

The Company is a regulated Distribution Network Operator (DNO) owning and operating electricity Distribution Systems through its companies Southern Electric Power Distribution plc in southern England and Scottish Hydro Electric Power Distribution plc in the north of Scotland. Customers may apply to the Company for a connection to the Distribution System.

This Guidance Note clarifies, supports and should be read with the Connection Offer made by the Company to the Customer. This Guidance Note gives some details of the metering arrangements the Customer must make to enable the Customer’s Connection to the electricity Distribution System.

The supply of the electricity to or from the Customer’s Premises interfaces with the Company’s Distribution System in the main through a meter (see further below in relation to unmetered connections). The Customer is responsible for ensuring it puts in place the necessary export and import electricity metering and the associated communications facilities for the metering required for the Connection.

REF-NET-COM-026	Metering – Connection Offer Guidance	Applies to
		Distribution ✓
Revision: 1.00	Classification: Public	Issue Date: July 2026
Review Date: July 2034		

4 Metering and Supply Considerations

4.1 Appointing a Supplier and Entering into a Supply Agreement

The Company is not an electricity supply company. The Customer will require to have a separate Supplier for its electricity. The Customer must choose its preferred Supplier and enter into a Supply Agreement with them, before final energisation of the Connection by SSEN Distribution can take place.

A Supplier meters the flow of electricity to or from a Premises and bills the Customer for the electricity based on the data collected from the meter(s). Suppliers are regulated by Ofgem and governed by standards for accuracy and compliance.

The Company suggests the Customer appoints a Supplier as soon as possible to avoid any delays in being able to use the Connection. The Company is unable to give advice on a choice of Supplier. A quick internet search for lists of Energy Suppliers will provide you with an array of different electricity suppliers to choose from. Suggested sources of information can be found at:

www.ofgem.gov.uk/information-consumers. For further consumers' information on your energy supply, follow the links to Citizens Advice by clicking [here](#) for England, or [here](#) for Wales, or [here](#) for Scotland.

4.2 Meter Operating Service Agreements

For energy generation projects, energy storage projects, commercial projects and projects where the anticipated demand exceeds 100kW the Customer must also choose a Meter Operator Agent to provide and operate the metering equipment.

A Meter Operator Agent installs, operates and maintains electricity meters and related communications equipment in commercial property and provides automatic meter readings for half hourly metering, in accordance with industry regulations. The meters provide data to the Supplier for billing purposes and to data collectors for aggregation and settlement under the industry Balancing and Settlement Code.

Once the Customer has chosen a Meter Operator Agent it will need to enter into a Meter Operating Service Agreement. SSEN Distribution suggests the Customer appoints a Meter Operator Agent as soon as possible to avoid any delays in being able to use the Connection.

4.3 Registering the Meter Point Administration Number (MPAN)

Once the Customer has chosen its preferred Supplier and, where applicable, Meter Operator Agent, the Customer will need to request MPAN numbers and then contact the Supplier to register the MPAN(s) associated with the Connection.

The Company generates MPAN numbers. IDNOs may provide MPANs where applicable. The MPAN is a unique number that identifies each electricity supply point.

Every MPAN number must be registered with the Supplier and shared with the Meter Operator Agent before a meter can be connected and final energisation of the Connection by the Company can take place. The Company suggests the Customer does this as soon as possible to avoid any delays in Connection.

The Customer should also refer to: [What is a MPAN? - SSEN](#).

REF-NET-COM-026	Metering – Connection Offer Guidance	Applies to
		Distribution ✓
Revision: 1.00	Classification: Public	Issue Date: July 2026
Review Date: July 2034		

4.4 Installing the Meter

Meters are not owned by and cannot be installed or relocated by the Company. The Company will own the cables running into the Premises up to the meter. Save where the Customer opts to purchase its own meter, the meter is owned by the Supplier providing the meter and for commercial projects managed by the Meter Operator Agent.

The Customer shall at its own cost (unless otherwise agreed with the Company):

- make provision to enable any electricity terminations required at and for the meter;
- provide and install service ducts and other necessary ducts and marker tape to allow the Company to run its cables up to the meter; and
- provide suitable accessible access points, openings and housings, in each case in a position acceptable to the Company and in accordance with applicable law to allow the Company the install, operate and maintain its assets up to the meter.

Metering panels and multicore wiring to connect to the metering voltage and current transformers will be supplied and installed by the Company, or the Customer's appointed Alternative Provider if the Customer is carrying out the Contestable Works. The metering panels will be located by mutual agreement between the Customer and the Company and must be suitable for the reasonable requirements of any appointed Meter Operator Agent.

Meter cabinets are the responsibility of the Customer, and the Company will not be responsible for their maintenance, repair, or replacement. The meter position must be agreed with the Company to ensure it is suitable for the Connection.

A modem and communications link for the metering must be provided by the Customer (either by way of a dedicated telephone exchange line or other form of communications mutually agreed between the Customer and the Company). The Customer will be responsible for meeting all costs associated with the installation and rental of these communication links.

The Customer needs to arrange and carry out its works to allow the meter to be installed in good time. The Customer shall ensure that its electrical works are carried out by a suitably qualified electrician working to BS7671 – EIT Wiring regulations and that all necessary declaration forms are completed to confirm the metering works have been carried out.

Where a Meter Operator Agent is appointed, the Customer will need to advise its Supplier of the company which it has chosen to be its Meter Operator Agent before energisation of the Connection. The Supplier will then contact the Customer's Meter Operator Agent and arrange for them to attend and fit the meter(s) for the Customer's Connection at the Customer's Premises when the Customer advises them that it is ready. Where there is just a Supplier, the Supplier will install the meter. The meter(s) cannot be installed until all Distribution Works have been completed by the Company.

A Meter Operator Agent must install import/export metering compliant with and installed in accordance with the appropriate industry Code of Practice. The metering must be programmable, able to record data at half-hourly intervals, able to be read remotely and capable of recording kW and kVArh for both import and export.

The charges for the Connection do not include the cost of the required export and import metering and the associated communications facilities required for the Connection. The Customer is responsible for meeting all costs associated with the installation of metering.

REF-NET-COM-026	Metering – Connection Offer Guidance	Applies to	
		Distribution ✓	
Revision: 1.00	Classification: Public	Issue Date: July 2026	Review Date: July 2034

4.5 Energisation

Once the Customer's metering equipment has been installed, the Supplier will request the Company's attendance to energise the Connection. The Company will not be able to energise the Connection until it receives this request from the Supplier.

The Company will not energise the Connection until the Distribution Works have been carried out the Supply Agreement with the Supplier is in place and the Meter Operating Service Agreement is in place with a Meter Operator Agent (where applicable).

The Customer's connection may attract availability and demand charges as well as unit charges. You should discuss this with your Supplier prior to accepting the Connection Offer to ensure that you fully understand the running charges.

The Company will comply with industry Balancing and Settlement Code procedures, such as BSCP515 and BSCP705, when dealing with metering requirements, see: [Elexon | Delivering the Balancing and Settlement Code \(BSC\) - Elexon BSC](#).

4.6 Disconnections

For disconnections once the Company has agreed a date with the Customer for the disconnection works to take place, the Company will inform the Customer's Supplier of the programmed date. The Supplier will remove the meter, or where applicable the Supplier will arrange to/for the Customer's Meter Operator Agent to remove the meter. This is an additional step. The Meter Operator Agent/Supplier may attend on a different date (before or after) from the Company's programmed date for disconnection works. Where disconnection is required at short notice/in an emergency the Company may de-energise the meter and/or with agreement with the Supplier remove the meter.

5 Requirements for Unmetered Connections

Where the Company's Connection Offer is for unmetered connection services the Customer/unmetered asset owner will require to enter into and/or hold an Unmetered Connection Agreement with the Company. This agreement must be fully completed, inclusive of number of units, their charge code and switch regime. The Company is unable to complete and energise new unmetered connections until the Company has received this document and is satisfied that it has been fully completed.

Before the Company can energise the unmetered connection for the supply of electricity, the Customer must appoint a Supplier of its choice and enter into a supply agreement with that Supplier. The Company suggests the Customer does this as soon as possible to avoid any delays in being able to use the electricity supply.

The Company is unable to give advice on a choice of Supplier. A quick internet search for lists of Energy Suppliers provides an array of different electricity suppliers to choose from.

The service termination(s) of the unmetered connection(s) will be at the position(s) shown on a plan provided by the Company.

6 Revision History

No	Overview of Amendments	Previous Document	Revision	Authorisation
01	New Guidance Document	Not Applicable	1.00	Rob Gladstone
02				