

Next Steps: Post Acceptance of a Connection Offer

I have accepted my Connection Offer – What happens next?

Western Power Distribution:

1

On receipt of acceptance and payment, the person responsible for providing your connection will contact you to discuss the next steps, provide their contact details and arrange a site meeting if appropriate.

2

If required, enter into a legal process to obtain permissions for access to install and maintain our equipment.

3

Send you a Meter Point Administration Number (MPAN).

4

Keep you informed and updated regularly throughout the process until all of the connection works, as stated in the Connection Offer, have been completed.

5

Post energisation we will contact you to check you are satisfied with the works we have undertaken.

Customer:



Prepare your site for our arrival in accordance with the requirements set out in your Connection Offer. This may include meter box installation and on-site excavation.



To ensure the legal process runs smoothly, provide any information possible about the land on which the site is based. More information and a guidance document is available on our website: www.westernpower.co.uk/connections/new-connections/legal-permissions-and-consents.aspx



Register your MPAN with a supplier and enter into a supply contract



Appoint a suitably qualified electrician to carry out any internal wiring and connect this to your supply.
Arrange with your supplier or meter operator a date to install your new meter. Please note, the meter can only be installed after we have completed the connection works.



Please use this contact as an opportunity to identify where improvements could be made to our connections services.