

Electricity new connection form (NSF18)

To avoid delays please submit form 12 weeks in advance.

Complete all sections – incomplete forms will not be considered.

Please return completed form either by email to: mbs.new.connections.south@sse.com or

by post to: Business New Connections, SSE, Ty Calon, Malthouse Avenue, Cardiff Gate Business Park, Cardiff, CF23 8GL

This form should be completed where the named customer has chosen SSE Energy Supply Ltd (Southern Electric, Scottish Hydro, SWALEC Brands). It is the customer's responsibility to ensure that all electrical connection service work has been completed, having the cut-out and tails installed for a Whole Current connection, and for a Current Transformer (CT) connection, the panelling and ancillary wiring installed. As Supplier, SSE's responsibility is to register the supply, appoint agents, and arrange for the installation and energisation of the meter.

For assistance in completing the NSF18 form, please refer to page 4 and if you have a Current Transformer (CT) connection, please complete the CT checklist on page 5.

Existing customer account number:	
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New connection details

Core MPAN (13 digit)													
Customer name (if non Limited please also fill in the Proprietor section)													
Company reg. No													
Site purpose													

Supply address

Billing address

Address													
Postcode													
Phone number													
Email address													

Site access

Proprietors details (non limited companies)

Company	
Name	
Phone	
Email	
Address	
Previous address (if less than 2 years at current address)	
Date of birth	

Site health & safety information

Has the Distribution Network Operator (DNO) work been completed?	Yes/No	Date:
Has the electrical contractor work been completed?	Yes/No	Date:
Will the engineer need to attend a site safety induction course? If yes please specify for how long & if specific time is needed.	Yes/No	
Are there any health & safety issues the engineer should be aware of? If yes please specify.	Yes/No	
Do you require the engineer to provide RAMS (Risk Assessment and Method Statements) If yes please provide an email address.	Yes/No	

Will there be free on site parking available?	Yes/No]
Please advise of the service point connection position / location	[]

Important:

Please contact your Distribution Network Operator (DNO) for them to confirm your **KVA** & what type of supply they have installed: **Whole Current** (Maximum 69 KVA) or **CT** (Usually over 69 KVA).

Metering required to be installed on:	[] []
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KVA =	[] []	EAC (estimated annual consumption) =	[] []
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If **Whole Current**, please only fill in the sections below. If **CT**, please only fill in the sections below & fully complete the CT checklist on page 5.

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Whole current connection - please ✓

Single phase (max 23 kva)	[] []
Three phase (max 69 kva)	[] []
Split phase (max 46 kva)	[] []
Meter Operator (if direct contract)	[] []

Whole current service plan required- please ✓

Q1 (Quarterly & Monthly billed) All day rate	[] []
Q2 (Quarterly & Monthly billed) day/night rates	[] []
Q3 (Quarterly & Monthly billed) weekday/evening & weekend rates	[] []
Q4 (Quarterly & Monthly billed) (weekday/evening & weekend/night) rates	[] []

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CT service plan- please ✓

Monthly half hourly single rate	[] [] [] []
Monthly half hourly two rate	[] [] [] []
Monthly half hourly multiple seasonal time bands	[] [] [] []

CT connection- please specify

CT ratio:	[] [] [] []
VT ratio:	[] [] [] []
KVA:	[] [] [] []

Please confirm agent appointments & contract start date, if applicable

Meter Operator: *Mandatory*	[] [] [] []	Date:	[] [] [] []
DA:	[] [] [] []	Date:	[] [] [] []
DC:	[] [] [] []	Date:	[] [] [] []

CT voltage – please ✓

Low - Substation(S) or Mains (M) connected? (if known)	[] []
High	[] []
Extra High	[] []

Declaration

I hereby confirm I am the authorised signatory for the customer detailed above:

..... (signature)

I request SSE Energy Supply Ltd to start the registration process and make arrangements for a new electricity meter to be installed at the premises above. I accept and understand that I will be liable for any cost of unsuccessful attempts by the Meter Operator to install the metering equipment where the customer or their appointed agent(s) fail to provide access or the site is not ready. I accept and understand that the Meter Operator is responsible for the installation or removal of meters and carries out this work on behalf of SSE Energy Supply Limited. I am aware that I must provide contingency plans for alternative power and that SSE Energy Supply Ltd has no liability whatsoever to me/the customer, should the installation not take place for any reason.

Print name	<input type="text"/>	Signature	<input type="text"/>	Date	<input type="text"/>
Job title	<input type="text"/>	Company	<input type="text"/>	Phone	<input type="text"/>

[**For assistance in completing the NSF18-FTC form**](#)

Core MPAN (Meter Point Administration Number): - This should have been provided to you by the Distribution Network Operator. It is unique to the installed metering system connection. If you do not know your MPAN, please refer to the Distribution Network Operator.

Site access: – This should be the contact name and number of the person who will meet and provide access to the metering agent. The agent will require either the customer, or their electrical contractor to be at site when they fit the meter.

Distribution Network Operator: – This is the Company installing the service. Please provide the project manager’s name, contact number, and the Job reference number issued. They will provide you with a quotation for a new supply. This must be accepted and paid, often accompanied with engineering drawings, a copy of which will need to be passed on to your electrical contractor. Where it is a CT connection, you will be required to sign a connection agreement.

Electrical contractor: - Please provide your electrical contractors contact details, should there be a requirement for any technical information. A wiring certificate is required to confirm that your electrical contractor has completed and tested the electrical equipment and internal wiring, to a point that it is safe to connect

Supplier appointment: - Please indicate under which brand of SSE you wish to be supplied; ‘Southern Electric’, ‘Scottish Hydro Electric’ or ‘Swalec’. If you do not have a preference, indicate ‘SSE to appoint’.

Agent appointment: - Where it is a CT connection you have the option to appoint a Data Collector/Aggregator and/or Meter Operator. Please specify the agent and ensure a signed contract is in place with the said agent, prior to the requested supply start date. Where you have chosen not to contract with an agent, SSE will make the appointment. For Whole Current connections SSE will appoint agents, unless you specify otherwise.

Meter type & capability: - There are 2 types of metering – Whole Current (WC) used for supplies up to 69 kVA (3 phase 100amp / phase) and Current Transformer (CT) for supplies 69 kVA or over. If you are unable to provide this information, please refer to the Distribution Network Operator. Whole current metering cannot be installed on CT connections, and vice-versa.

CT connections: - You are required to confirm: (a) the cut-out panel is in place (b) the CTs are installed and wired to the CT chamber test block (c) the customer’s cables “tails” from the main switch to the CT chamber (including “Lugs” crimped onto the end of each of the tails) are available for connection (d) the Distribution Network Operator has left the cut-out fuse holders in the sealed CT cabinet. It is the joint responsibility of the customer’s electrical contractor and the Distribution Network Operator to agree the equipment and work each party is responsible for providing.

CT ratio: - In order to ensure that the correctly programmed meter is installed, please ensure your Distribution Network Operator contact provides both you, and the Meter Operator, with full details of the appropriate ratio (e.g.100/5, 500/5). Metering systems installed with an incorrect CT/ VT ratio could result in incorrect billing to the end customer. (VT- Voltage transformer ratio requested by MOP on HV accounts).

Authorised supply capacity: - This is measured in Kilo Volt Amps (kVA) and is the capacity requested by your electrical contractor / consultant, sufficient to cover your maximum supply requirements. This capacity requirement should have been incorporated in the design of the connection by the Distribution Network Operator, and included on the connection agreement between yourselves and the Distribution Network Operator. If you are unsure of this value, please refer to either your electrical contractor or the Distribution Network Operator. This value is required to provide you with a supply quote. Please do not confuse this value with the supply amperage (Amps).

Meter position / location: - Where you know the intended position of the metering system, please provide as much detail as possible. A picture of the meter position should be sent for more complicated installations.

Service plans: - CT Connections, please choose a monthly service plan, and for Whole Current connections, a Quarterly service plan. Terms and conditions of a VBR contract for supply of electricity” do not apply for HV and EHV connections.

Supply type: - Three types of Whole Current connections, “single phase”, “three phase” and occasionally “split phase”. If you don’t know the type of connection installed, please refer to the quotation or the connection agreement issued by the Distribution Network Operator.

Voltage: - Three types of CT voltage levels: Low Voltage (LV) - under 1000 volts, High Voltage (HV) - 1,000 volts and above but less than 22,000 volts and Extra High Voltage (EHV) - 22,000 volts and above. LV supplies can be substation or network fed. Please advise only if you know how the LV supply is fed. If you do not know the supply voltage, please refer to the quotation or connection agreement issued by Distribution Network Operator.

Meter installation and energisation Date: - Normally we allow 12 weeks to arrange a new connection. Including a minimum of 10 working days to arrange for the Metering System to be installed and energised. If you require an ‘out of hours’ appointment, or a date less than 10 working days, the Meter Operator may agree, but could make a charge. If the Meter Operator is unable to install due to incomplete connection work by either the Distribution Network Operator or Electrical Contractor, they will make an aborted charge. In both instances this charge would be payable by yourselves. Please be aware, a connection energised without a supplier registration is electricity theft.

CT panel checklist

For CT connections only

Important:

In order for a meter installation appointment to be booked, **please fully complete this CT checklist.**

Responsibility of: Distribution Company	Action required:	Date installed:	or expected completion date:
	The Cut Out and panel is in place	[]	[]
	The CT's are installed and wired to the test block	[]	[]
	The tails from the customer main switch are pulled down through the CT's and are connected into the cut out	[]	[]
	The fuse holders with the correct fuses left in the sealed CT cabinet	[]	[]

Responsibility of: your electrician	Action required:	Date installed:	or expected completion date:
	Install the main switch or isolator	[]	[]
	Provide meter tails and lugs as per the instruction from the Distribution Company	[]	[]

Responsibility of: yourself	Health & safety information	Please circle relevant answer	Additional information
	Is the meter location safe and accessible?	{ Yes / No }	..
	Are there any health & safety issues (e.g. induction prior to attending site)?	{ Yes / No }	..
	Is there free onsite car parking available?	{ Yes / No }	..