



New Site and Siteworks Process

New Sites

As soon as you know you are moving into a new property please let PH Energy Services know. The more time we have the more likely your electricity supply will be ready for equipment testing and site opening.

If the site already has a meter please send us a photograph of it (email to katie@phenergyservices.co.uk), clearly showing the meter serial number and the meter read. We can then track down the current supplier and provide a recommendation of the next steps depending on the circumstances.

Sometimes the meter needs to be upgraded to a three phase meter. This process is very similar to the siteworks process as you will need new cabling.

The meter fitting process takes about five or six weeks so plenty of notice is required.

Siteworks

If you need a meter to be installed then please allow about five weeks.

The crucial information is the MPAN. This can be obtained from the company who installed the cabling but we can obtain this so long as we have a job reference number and the name of the installation company involved.

Access information is also very important. Most of the jobs that don't go ahead on time are due to lack of access or incorrect phone numbers/contact details being provided.

There may be site security issues or site induction training, this is often the case on large shopping centres, so please advise if this is the case.



If you have any queries whatsoever please call 01628 531435

Here's an overview of who is responsible for what during the siteworks process:

The Customer

- Agree the supply contract (complying with terms and conditions)
- Ensuring someone is on site on day of install
- Ensuring that the meter location is safe and accessible

The Customer's Electrician

- Installation of the CT chamber (ONLY applicable in the London area - 12 MPAN's)
- Provision of meter tails and lugs from the meter to the distribution board on the day of connection Installation of a main switch or isolator

The Distribution Company

- Installation of the service cable
- Arrange the installation of the CT chamber (Not applicable in London Area - 12 MPAN's)
- Arrange the installation of the CT's and connection of the customers tails to the DNO service head
- Energisation of the supply

The Meter Operator

- Installation of the meter

The Supplier

- Prompting the registration of the MPAN on securing the supply contract
- Instructing the Meter operator to install and the distribution company to energise