

# Electric Metering Installation Timeline



**1**

The supplier nominates themselves as the supplier and will assign the Meter Operator (MOP), Data Collector and Data Aggregator.

1 - 5 Days

**2**

The supplier will send an instructing called a D142 to the appointed meter installer. The MOP operator will then be in touch with an available installation slot.

6 - 15 Days

**3**

Pending appointment availability.

15 Days+

## Please note:

- 1** Once you have agreed and signed your new contract, the energy supplier will apply for the site and appoint the metering agents. The supplier will ask you to confirm that the site is ready for the meter. This process takes approximately 5 working days.
- 2** After the D142 is issued, it can take up to 3 working days to reach the MOP. They will then add the request to their system and assign an engineer to the job.
  - a. The MOP will attempt to contact you to arrange an installation date.
  - b. This process takes a minimum of 10-15 working days.
- 3** Once step 2 is completed correctly, and the meter is installed, the MOP will then issue the supplier with the details of the meter, this will then be built into their system and updated on the national database.
  - a. The billing process will then start. Ideally suppliers will aim for this to be completed between 15-21 days from when the first step starts.

## Important Information:

These lead times are a guide and may change depending on circumstances like if the site is Whole Current (WC) or Current Transfer (CT). A CT will generally take longer as it requires a CT trained engineer. It is important this is correctly advised at the point of agreeing the contract. Distribution area also has an effect on lead time. Areas like London are difficult to assign due to the busy nature and requirements.

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## Important information:

- All your information must be complete as any missing information can delay registration and installation. Please ensure you include CT Ratio or WC/KVA/LV or HV and whether its a temporary or permeant supply.
- If you are using your own MOP, please ensure that you have an agreement in place and it is signed by both parties.
- If the site is not ready, abortive charges may apply. Should the supplier need to return to the ite, there will also be additional costs.
- If there are any parking restrictions on site, please let us know when we are registering the MPAN so that we can make the engineer aware.
- During stage 2, when we are arranging your installation, you will be asked about site parking, COVID-19 restrictions and any other questions the engineer may be required to know before arriving on site.
- The supplier may be in touch with you throughout this process if they need any additional information.

## Glossary

MOP - Meter Operator

HH - Half Hourly Loads

NHH - None Half Hourly Loads

DA - Data Aggregator

DC - Data Collector

WC - Whole Current

CT - Current Transfer