

Gas Metering Installation Timeline



1

The supplier nominates themselves as the supplier and will assign the Meter Asset Manager (MAM). They will then send a request to install the meter.

1 - 5 Days

2

The MAM will then contact the energy supplier and arrange a meter installation date.

6 - 21 Days

3

The MAM confirms the meter installation date and technical information.

22 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. Sometimes the date is rejected due to annual consumption queries, but you will be informed if this is the case. This process takes approximately **3-5 working days**.
- 2** Once a date is agreed, the supplier will contact a Meter Asset Manager (MAM) and begin arranging the installation. For this, they require the following information to be correct.
 - a. Depending on the meter size, a GTI may be required (above U6 and low pressure).
 - b. The MAM will not accept the request unless a GTI is provided.
 - c. Once the MAM received all the required information, they will assign an engineer to install the meter. This process takes a minimum of **5-10 working days**.
- 3** Once the meter is installed, the MAM 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 3-5 days from when the first step starts.

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Important information:

- Please ensure that you are ready for your meter installation. If you are unsure about this, please get in touch to discuss the requirements with us.
- All information must be complete as any missing information can delay registration and installation.
- If you are using your own MAM, please let me know when the meter is due to be fitted. It is the customer's responsibility to organise the installation date with their chosen MAM.
- If the site is not ready, abortive charges may apply. Should we need to return to site, there will also be additional costs.
- If there are any parking restrictions on site, please let us know when we are registering the MPRN so that we can make the engineer aware.
- If your site is medium pressure, or has a U16 meter or above, you will require a GTI. A GTI is an application to the supply network that provides us with the site and supply information required for the meter installation. We need this in order to proceed else there will be significant delays in your installation. If you are unsure whether your site requires a GTI, or you need help completing a GTI request, please contact us.

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