



NEW CONNECTION REQUEST • HALF-HOURLY ELECTRICITY

Your new half-hourly electricity meter: tell us this once and we will arrange the rest.

Contract, meter operator appointment and meter installation, managed by Omnium. This form gives us the technical detail the Meter Operator needs, so the job goes in right the first time.

Prepared by Omnium • 7 August 2026 • Great Britain

Complete every field you can and send it back. Anything you are unsure of, leave it and say so: we would rather chase one gap than have a job rejected. Your MPAN needs to be live with us under a signed Letter of Authority before we can raise anything, and the timescales on the next page start from the day this arrives complete.

01 MAIN DETAILS Supply and meter information

MPAN, ALL 21 DIGITS

DATE OF REQUEST

EAC, KWH PER YEAR

AGREED CAPACITY, KVA

NEW METER PHASE

VOLTAGE TYPE

CT RATIO

VT RATIO, HIGH VOLTAGE ONLY

CT CABINET INSTALLED (YES OR NO)

IF NO, THE DATE IT WILL BE READY

MEASUREMENT CLASS

NEW CONNECTION INSTALL DATE

TAILS INSTALLED AND TERMINATED (YES OR NO)

OUT OF HOURS ATTENDANCE REQUIRED (YES OR NO)

CT ratio, measurement class and voltage type are all on the DNO service quote. If you have that document, send it with this form and we will read them off it.

02 REQUESTOR Your contact details

NAME

EMAIL

PHONE NUMBER

ALTERNATIVE NUMBER

COMPANY AND ROLE

03 SITE CONTACT Who the engineer will deal with on the day

NAME

EMAIL

PHONE NUMBER

ALTERNATIVE NUMBER

The meter operator books direct with this person, so it needs to be someone who will be on site and can give access.

04 SITE Where the works are taking place

COMPANY NAME

MICRO BUSINESS (YES OR NO)

SITE ADDRESS

POSTCODE

SITE LIVE DATE

ACCESS RESTRICTIONS, PARKING, PERMITS OR INDUCTION REQUIRED

05 METERING APPOINTMENTS Ours or your own

METER OPERATOR: OMNIUM APPOINTED OR YOUR OWN

IF YOUR OWN, NAME OF THE METER OPERATOR

EXISTING DATA COLLECTOR AND DATA AGGREGATOR, IF ANY

SITE WORKS QUOTE REFERENCE, IF ALREADY ISSUED

You are free to nominate your own meter operator and data agents. Tell us at this stage rather than after appointment, because changing an appointment once it is registered takes longer than making the right one first.

Email this form to Omniium

Save a copy

The buttons work in Adobe Acrobat and Adobe Reader. In a browser or phone viewer, save the completed form and attach it to an email to hello@askomniium.co.uk, or complete the online version instead.

What happens next, and when

Each stage starts when the one before it finishes, so the earlier a form arrives complete, the earlier the meter goes in. Working days exclude weekends and bank holidays.

On receipt

We check the form. We come back the same day if anything is missing. The supply point must be live with Omniium under a signed Letter of Authority before a job can be raised.

7 working days

Contract signed and live. We take the supply to market, present the offers with our commission shown on the rate, and register the contract once you have signed. Nothing can be booked before this: the meter is arranged by the supplier side, not by the network.

7 to 10 working days **Meter operator appointed and scheduling.** We appoint the meter operator and the data collector and aggregator, either ours or the ones you nominate, and the job goes into their schedule once the site works quote is paid.

28 days **The meter appointment.** The meter operator contacts you direct to book a date, within a standard 28 day window. Out of hours attendance can be requested, and cancellations and rescheduling are subject to the meter operator terms.

Indicative and sequential, not a guarantee. Dates depend on engineer availability, on the site being ready, and on the network having completed its own work. We will tell you the moment a stage slips rather than let a date pass quietly.

Information and terms

Information to note

- No job can be arranged without the MPAN being live with Omnium.
- A job is only raised with our Meter Operator once payment is received for the site works quote.
- A required by date is always taken into account but cannot be guaranteed, because it sits inside the service level above.

New connections

- Work to fit the new service connection has been planned or completed, ideally planned with at least six weeks notice.
- Chase the distribution network operator (DNO) for the service quote where you can. It confirms most of the technical information this form asks for.
- The MPAN has been created by the DNO and uploaded to ECOES.
- All tails must be ready before the meter installation, otherwise the visit may be aborted, which delays the job and carries a charge.

Meter relocation

- Contact the distribution network operator (DNO) to arrange for the service to be altered for the new meter position.
- For an accurate quote, provide a floor plan showing the measurements for where you want the meter moved to.
- The new position must be complete and ready before the appointment.

Upgrade, downgrade and removal

- For an upgrade or downgrade, the distribution network operator (DNO) must have planned or completed the work on the service first, again ideally with at least six weeks notice.
- For a removal, contact the distribution network operator (DNO) directly if the service itself needs removing as well as the meter.

Service level

Allow around six to seven weeks end to end where every stage runs cleanly: seven working days to contract, seven to ten working days to appoint and schedule, then the 28 day appointment window. A required by date is always taken into account and cannot be guaranteed, because the works are booked against Meter Operator engineer availability. The single biggest cause of a missed date is a site that is not physically ready on the day, which aborts the visit and puts the job back to the end of the queue with a charge attached.

Before the engineer arrives

The meter operator books direct with your site contact. On the day, the site needs to be genuinely ready: a visit that cannot go ahead is charged and the job goes back into the schedule.

- Tails installed and terminated by your electrician, dead side ready.
- Meter board, panel or CT chamber built as designed, with the correct CT ratio and polarity, test terminal block and labelling.
- A mobile signal at the meter position, or an antenna solution agreed in advance.
- Safe access, clear working space, and any permit, induction or parking arranged.
- Someone on site for the whole appointment who can give access.
- Agreed who is inserting the fuse or doing the switching, and when.
- Internal wiring complete and certified.

Not sure what to put in a field?

Send us what you have and we will tell you what is missing before the job goes to the Meter Operator. It is faster than a rejected request.



Sources & notes

- Service level and stage timescales confirmed by Omnium, 6 August 2026. They are indicative and sequential and depend on Meter Operator engineer availability and on site readiness.
- Prerequisites for a new connection, meter relocation, upgrade, downgrade and removal: the Omnium site works request terms, reviewed 6 August 2026.
- The supplier appoints the meter operator and the data agents under the supplier hub model, which is why the supply contract comes before the meter and not after it.
- This form is a request, not a quotation. Charges are quoted per job before any work is raised. General information, not advice on a specific site.



Contract. Appoint. Energise.

Complete this form and we will arrange the supply contract and the metering, tell you what each stage will take, and say so early if a date is going to move. Our commission is shown on the rate, line by line.

[Schedule a call →](#)

TALK TO US

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Mon to Fri, 9am to 5pm

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Making energy make sense



CERTIFIED B CORPORATION

Omni is a Certified B Corporation, scoring 98.9 on the B Impact Assessment, nearly double the median for ordinary businesses (50.9). Certification means we are legally accountable to balance profit with social and environmental performance.

REGULATORY & CORPORATE

COMPANY REG

14666993

VAT REG

435063219

ICO REG

00012783079

ADR REG

C35OMNI01

DRO REG

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