

You have the supply point number. From here it is contract, appointment, meter, in that order.

What Omnium does once your MPAN or MPRN exists: take the supply to market, appoint the metering, and get the meter fitted. What each stage takes, what we need from you, and what has to be ready on the day.

Prepared by Omnium • 6 August 2026 • Great Britain

The network's job ends with the supply point number and the service in the ground. Everything after that sits on the supply side, and it has a fixed order that cannot be shortcut: the supplier appoints the metering agents, so no contract means no meter. This sheet covers only that part. If the site does not yet have a number, the wider connections briefing is the one you want.

The figures that matter

7 working days

From your completed request form to a supply contract signed and live

7 to 10 working days

To appoint the meter operator and data agents and get the job into their schedule

28 days

Standard window for the meter appointment, booked direct with your site contact

6 to 7 weeks

Realistic end to end where every stage runs cleanly and the site is ready

What we need before anything can be raised

- **The supply point number.** The MPAN for electricity, the MPRN for gas. The network issues it when you accept its connection quotation, and for electricity it needs to be showing on the industry database.
- **A signed Letter of Authority,** so the supply point is live with us and we can act for you. We only ever use a Level 1 authority: it lets us gather information and go to market, and you sign every contract yourself.
- **The completed request form,** with the meter detail from the network quotation. Send the quotation with it and we will read the technical fields off it rather than ask you for them.
- **The site works quote paid,** once issued. The job is not raised with the Meter Operator until it is, and that is the stage where a delay is most often invisible from your side.

Anything you cannot answer on the form, leave blank and say so. We would rather chase one gap than have a job rejected and requeued.

The three stages, and what each one takes

Each stage starts when the one before it finishes. Working days exclude weekends and bank holidays.

When	What happens
On receipt	We check the form the same day and come back if anything is missing.

When	What happens
7 working days	We take the supply to market, present the offers with our commission shown on the rate, and register the contract once you have signed. A new supply has no incumbent and no notice period, so this is the one chance to start on a properly tested rate rather than a deemed one.
7 to 10 working days	We appoint the meter operator and the data collector and aggregator, ours or ones you nominate, and the job goes into their schedule.
28 days	The metering provider contacts your site contact direct to book the appointment, within a standard 28 day window. Out of hours attendance can be requested, and cancellations and rescheduling are subject to their terms.

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

Why the contract has to come first

This is the part that surprises people, and it is worth understanding because it explains every timescale above. Under the industry's supplier hub arrangements, the metering agents are appointed by the supplier, not by you and not by the network. A meter operator cannot act on a supply point it has not been appointed to, however clear it is that you want that one.

So the order is fixed: supply point number, supply contract, agent appointment, meter. Leaving the contract until the building is finished does not save time, it adds three weeks to the end of the project.

Your metering, or ours

- **You can nominate your own.** If you already have a meter operator or data agents, or a preference, tell us on the form. We will appoint them.
- **Otherwise we appoint ours.** We hold the relationships and the scheduling, which is usually the faster route and always a transparent one.
- **Tell us at this stage, not after.** Changing an appointment once it is registered takes longer than making the right one first.
- **Charges are quoted per job.** Site works are quoted before anything is raised, and our commission on the supply is shown on the rate, line by line. Nothing is bundled or hidden.

What has to be ready on the day

The metering provider books direct with your site contact. A visit that cannot go ahead is charged and the job goes back into the schedule, so this is the list worth checking twice. Nearly ready is not ready.

- Your own electrician or gas engineer finished and certified: tails terminated, or pipework and the emergency control valve in place.
- The meter position built as designed, with the right current transformer ratio where applicable, or the meter box fitted where a gas meter is external.
- 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 purging and recommissioning appliances, and when.

After the meter goes in

A site can be energised and still go wrong quietly, so we check four things rather than assume them.

- **The meter is communicating** and the data is arriving, which for a half-hourly site is what everything else depends on.
- **The opening reads and the meter details match** what the supplier holds, including the serial number and the current transformer ratio.
- **The first invoices are validated for payment** against the signed contract, not just checked for plausibility.
- **The renewal is logged the day the contract starts**, so the site never drifts onto out of contract rates later.

When it does not stack up

Do not book a date the site cannot meet. Out of hours attendance and pushing for the earliest possible slot both cost money, and neither helps if the tails are not terminated or nobody can give access: the visit aborts, it is charged, and the job goes to the back of the queue, which is worse than having waited a week. If the honest answer is that the site will not be ready, tell us and we will hold the booking rather than spend your money proving it.

Got the number and need the rest arranged?

Send us the completed request form and the network quotation. We will confirm the same day whether we have everything, and tell you the realistic live date rather than the one you would like to hear.



Sources & notes

- From your completed request form to a supply contract signed and live: 7 working days. Omnium service levels, checked 6 August 2026.
- To appoint the meter operator and data agents and get the job into their schedule: 7 to 10 working days. Omnium service levels, checked 6 August 2026.
- Standard window for the meter appointment, booked direct with your site contact: 28 days. Omnium service levels, checked 6 August 2026.
- Realistic end to end where every stage runs cleanly and the site is ready: 6 to 7 weeks. Omnium service levels, checked 6 August 2026.
- Omnium service levels for contract, appointment and the meter visit: confirmed 6 August 2026. Indicative and sequential, and dependent on Meter Operator engineer availability and on site readiness.
- Metering agents are appointed by the supplier under the industry supplier hub arrangements, and a meter operator cannot act on a supply point without that appointment. This is why the supply contract precedes the meter.
- Prerequisites, the site works quote and the out of hours and cancellation position: the Omnium site works request terms, reviewed 6 August 2026.
- Charges are quoted per job before any work is raised. This sheet holds no prices. General information, not advice on a specific site or contract.
- General information, not advice on a specific contract or site. Live figures are re-verified each April.



Contract. Appoint. Energise.

Complete the request 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 →](#)

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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.

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