

mua client handbook







Hello and welcome to your client handbook

We've created this guide to help explain the different processes and procedures throughout your journey with mua.

We have also included some useful tips to ensure a smooth process from start to finish.

If you have any questions or concerns at any time, please feel free to contact your Account Manager.

Click <u>here</u> for mua Lines of Communication

This document is interactive click on the below buttons to get straight to the process you want

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Your mua Asset Adoption Agreement

Once mua has completed its due-diligence checks, we will send an NDA, and the relevant Asset Adoption Agreement(s) for your review and signature.

We will also request for you to complete a validation checklist, which will be requested on an annual basis to ensure mua's records are kept up to date.

Once you've signed and returned the NDA, we'll be able to grant you access to our online AV portal where you can receive indicative mua Asset Values (AV) for your projects while the Adoption Agreements are being signed.

Once the Adoption Agreements have been signed and returned, your mua Account Manager will respond with an onboarding pack which includes the below:

- mua lines of communication
- Design checklist
- G81s

Introduction

- Design approval process flow
- Network design manual's •
- Legal instruction forms
- MPRN and MPAN request forms •
- Validation of UIP/ICP/SLP Contractor form (NCO/SCO etc) (PPQ)

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Request for company accounts information

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Our AV Portal has been created to be as self-servicing as possible. You are able to generate instant AV Quotes by inputting the requested information. This includes the ability to refresh expired quotes, make changes to current guotes, and also accept them.



To begin, please click on the + button on your home screen and input the requested Information.

Please select all utilities required. 苯

Aareement



Watch our quick videos to see

Gas Details

Please select the gas CSEP pressure.



Watch our quick videos to see how our AV Portal works

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- How to accept an AV quote
- Our AV Portal demo
- Our May 2022 AV Portal update

Click <u>here</u> for our AV Portal

Depending what 'Project Type' you have selected will change what the next stages will be. For example, if you have selected I&C and/or EV Chargers for public/office. then the below options will show for you.



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Once the project details have been inputted, you can now complete the domestic, I&C, or EV details.

Project Details	Domestic Details	Industrial and Com	nercial Details	Electric Vehicle C	harger Deta	ils 🔪	Quote 5	ummary	Pro	oject O	verview			
Domestic De	etails													
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Totals		0											0.0	
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Click <u>here</u> for our AV Portal

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Unit Type	Units	Utilities	Energisation	POC	Metering 🕄	Elec kVA/ unit	PV kVA/ unit	Gas kW/ unit	Clean Water/ m ³ d/ unit	Waste Water/ m ³ d/ unit
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More on the AV Portal here

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Once the project details have been inputted, you can now complete the domestic, I&C, or EV details. Click <u>here</u> for our AV Portal **Project Details Domestic Details** Industrial and Commercial Details Electric Vehicle Charger Details Project Overview **Electric Vehicle Charger Details** Unit Type Metered Utility Energisation POC Metering 🚯 kVA / Total kVA Connections Connection × ~ EVC (Workplace) Elec 22/02/2025 LV LV 0 × 0 \mathbf{v} 0 EVC (Workplace) EVC (Public Street) 0 0 EVC (Forecourt / Hub) EVC (Motorway / A Road) EVC (Residential) EVC (Fast Food Parking) EVC (Retail Parking) Please select the EV destination. i.e., EV for an office would be EVC Workplace Asset AV MPRN/ Legal



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More on the AV Portal here

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Invoicing

AV Portal – revisions and refreshing expired quotes mua

Our AV Portal has been created to be as self-servicing as possible. This means you are given the freedom to generate instant AV Quotes by inputting the information requested on the AV Portal. This includes the ability to refresh expired quotes, make changes to existing quotes and also accept them.

Project Details Domestic Details Industrial and Commercial Details	Quote Summary	Project Overview
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Under the 'Quote Summary' page you can refresh expired quotes or make changes to your existing quotes by clicking on the 'Create New Revision Button' at the bottom of the 'Quote Summary' page of your existing quote.

P Create New Revision

Once you have 'Created New Revision' this will duplicate the original quote and allow you to makes the changes you need. Once you are done, select 'Save & Next' and then 'Request Asset Value' under the Quote Summary Tab



If you are wanting to simply refresh an expired AV Quote, please click straight onto the 'Quote Summary' tab and click on 'Request Asset Value'

Asset 9 AV Completion Legal MPRN/ Introduction Design Operations Invoicing Adoption Portal Process **MPAN** Data Agreement



Watch our quick videos to see how our AV Portal works

- How to accept an AV quote
- Our AV Portal demo
- Our May 2022 AV Portal update

Click <u>here</u> for our AV Portal

Landrights process

We will cover the legal cost of your project with us, **excluding third party land** and where specifically stated otherwise.

mua utilise both CLM and Easement solutions as the preferred land rights service provider and you're free to choose between the two.

Depending on the instruction on the site (Water/gas/ electricity/incorporated) will determine the form required. Your Account Manager would have sent this across along with the onboarding documents.

Please email <u>landrights@muagroup.co.uk</u> for any legal queries

Please submit your instructions to your chosen land rights service provider:

Easement solutions enquiries; instruction form found <u>here</u> Ford Cottage, 2 Water Street, Stamford, PE9 2NJ Phone: 01780 751 122 / 753 388 Email: enquiries@easementsolutions.co.uk

CLM enquires; instruction form found <u>here</u> The Grain Store, 63 High Street, Ketton, Stamford, PE9 3TE Tel: 01780 755 355 Email: <u>admin@clm-ltd.co.uk</u>

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Please include your mua reference number on all emails



Clean Water Legals only required in 3rd party land Waste Water Any legals required will be included in the water adoption agreement.



Click <u>here</u> for mua Lines of Communication



Design

Please send gas designs for approval to Gasdesign@muagroup.co.uk

Please send electricity designs for approval to <u>Elecdesign@muagroup.co.uk</u>

For new connection requests please email <u>Newconnection@muagroup.co.uk</u> with either the CSEP Request form found <u>here</u> or the POC Application form found <u>here</u>.

Please identify at design stage if an easement is required – don't worry, we will identify if any easements have been missed – but it speeds up the process if these are identified in the first instance.

Below is a list of the main documentation that we review when completing your design approval; however please click <u>here</u> for the full gas, electric and design submission process.

- Correct mua reference number
- Signed and accepted AV quote
- Engineering report
- The signed and accepted POC/CSEP application
- Whether the connection is new or disconnection of old supply
- The Approved Design Drawing has been submitted

- Submitted Approved Engineering report
- Submitted Approved V Drop%, ELIs, Pressure, Windeb, Gas Design reports
- Submitted Risk Analysis/Flood Risk/ Method Statement
- If required, submitted legal forms





We will approve your design within 2-3 working days

NAV Design

•Site plan

Introduction

•Plot Schedule

•Site Location plan

•Letter of Consent

•Wastewater strategy

Source of Water Date

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Please send clean water designs for approval to https://wkf.ms/46M80v5

Please send wastewater designs for approval to https://wkf.ms/48mIZpY

Please use this link to submit all new enquiry forms – https://wkf.ms/3IGg85p We will download the information and files, ensuring we have all the information required to process an OFWAT application and EA application form.

Below is a list of documentation we review when completing your design approval; however, please click here for design and construction specification for clean water, and here for design and construction specification for sewage.

•Site Served Site Served Assessment report (from the incumbent).

•Point of Connection (from the incumbent).

Legal

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- •Self-Lay Agreements for both clean and wastewater.
 - •Contamination land assessment
 - •Estimated build program.

AV

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•Planning permission Reference

We will approve your clean water design within 3-5 working days, and your wastewater design in 5-10 working days



Design

Incumbent timescales and process vary depending on the incumbent.

Please include your mua reference number on all emails





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MPRN and MPAN

For your MPRN & MPAN requests, please follow the below processes:

Please click <u>here</u> for **MPRN** request form

If you will be installing the meter:

- Please submit the MPRN Request Form to <u>spa@muagroup.co.uk</u> along with the chosen supplier (British Gas or Eon). The Supply Point Administration (SPA) team will then use the design and MPRN Request Form to generate the MPRN on the national system.
- We'll release the MPRNs to the UIP
- The UIP then arranges meter installation when ready.

If you will **not be** installing the meter:

• UIP sends the design to our Design team at gasdesign@muagroup.co.uk

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- UIP sends the MPRN Request Form with the property addresses to spa@muagroup.co.uk as well as the chosen supplier
- The SPA team will then use the design and MPRN Request Form to generate the MPRN on the national system with the chosen supplier as a default supplier for the MPRN (usually takes 1-3 days)

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• SPA team will send the MPRNs back to UIP

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Please include full contact details of the developer who will be confirming the gas supply contract.

Please include your mua reference number on all emails

MPRN/

MPAN

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Please click <u>here</u> for the **MPAN** request form

- Send the MPAN Request Form with the property addresses to spa@muagroup.co.uk
- The SPA team will then use the design and MPAN Request Form to generate the MPAN on the national system (usually takes 1-3 days)
- SPA team will send the MPAN back to you

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Operations

Faults, emergency response and non-planned shutdowns

As an independent distribution network operator (IDNO), we own and operate the electricity network infrastructure on your site.

In the event of an emergency or power outage, please call our 24/7 control centre on 0800 011 4193.

For planned work, planned outages, power isolation requests or any other general network admin, please contact our Net Admin team at netadmin@muagroup.co.uk.

The Authorised Person for mua's networks is Luay Elia. <u>Luayelia@muagroup.co.uk</u>, 07801 999 393.

Don't Do Keep access to our equipment clear at Do not block access to our equipment all times Do not try to access our electricity infrastructure Let us know about any dangers or safety concerns close to our electricity Do not try to resolve any safety issues infrastructure equipment immediately around our equipment – just report to us Contact us if you need to isolate the Do not disconnect the electricity supply electricity supply on your site to your site without notifying us More on Operations here Do not connect any additional supplies downstream without load analysis Asset 14 Completion AV MPRN/ Legal Design Invoicing Adoption Operations Portal Data



Please include your mua reference number on all emails



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Lock requests

Please email <u>Netadmin@muagroup.co.uk</u> with the completed lock and sign request form found <u>here</u>

Authorisation requests

Please email <u>Netadmin@muagroup.co.uk</u> for authorisation requests (Self-Authorise),

Whereabouts

Please email <u>Netadmin@muagroup.co.uk</u> with the completed whereabouts template found <u>here</u>

Planned outages

Please email <u>Netadmin@muagroup.co.uk</u> for any planned work, planned outages, power isolation requests or any other general network admin enquiries

AV

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Energisation

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Please click <u>here</u> for the Substation energisation process, Three-phase LV energisation process, Energisation audit and switching programme, and Substation energisation checklist

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More on Operational contacts here

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Please include your mua reference number on all emails



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Please click here for our Network Operations Procedure

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Operations

StreetWorks System/Permitry

Please email <u>Noticing@muagroup.co.uk</u> to request for access and training on the Opus system, and for any StreetWorks & Noticing queries

Regulation

Please email regulation@muagroup.co.uk for any regulation queries

Generation

Please email <u>Generation@muagroup.co.uk</u> for the generation of CHP/EV/PV and Battery CSEP Request Form can be found at the end of this document Electricity Connection Application Form can be found at the end of this document

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New connection requests

Please email <u>Newconnection@muagroup.co.uk</u> for your Water, Gas & Electric new connection requests

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Technical Standards

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Please click <u>here</u> for our G81 documents

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Please include your mua reference number on all emails

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Completion data submissions

Please submit all Gas & Electric completion packs (job cards, substation/CSEP pack, commissioning records, as laid etc) to AVclaims@muagroup.co.uk, and meter cards to SPA@muagroup.co.uk

When submitting your completion packs, please remember:

- To include your mua reference within the subject line of your email submission •
- Locational dimensions on your as-laids •
- Commissioning readings on your test certificates •
- We require a CSEP and BCA signed and returned before we can release AV payment ٠
- Pressure Test and Water sample results ۲

You can find the full completions and payment process here, including a completion checklist and breakdown of completion requirements found here

Water Mains Completion Form - https://wkf.ms/3Qzg8bL

Water Service Completions Form - https://wkf.ms/3UuqRpa

Mains CRMC Request Form - https://wkf.ms/3UuZvzq

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S104 Request Maintenance / Final Certification - https://wkf.ms/3Ko9eTp

AV

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We will respond within **5 working days** with an adoption certificate confirming the plots which can be invoiced, and the AV to be invoiced at. If the team have a guery with your completion pack, they will respond within 48hrs

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Click *here* for mua Lines

mua

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Once the Adoption Certificate has been issued to you, this will be the trigger to submit your invoice to <u>assetadoption@muagroup.co.uk</u> for the plot(s) and amount confirmed within the Adoption Certificate

Please include your mua reference number on all emails Click <u>here</u> for mua Lines of Communication



mua

To ensure prompt payment your invoice must:

- Be addressed to either mua Gas Ltd, mua Electricity Ltd and mua Water Ltd.
- Include your VAT number shown, with VAT shown in the invoice (mua cannot accept invoices where it is stated that 'VAT invoice will be provided after remittance')
- Contain the mua reference number
- Include separate line items for upfront payments, residential plots/commercial units
- Include the plot/unit numbers i.e. Plots 1-4



BING

T +44 (0)20 7267 4366 F +44 (0)20 7482 3107 E admin@muagroup.co.uk