

# Completion and payment process

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## Document control

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## Introduction

This document has been created to define the completion and payment process, including a detailed overview of the completion data required.

## Completions Process

Please submit your Gas and Electric completion packs to [AVclaims@muagroup.co.uk](mailto:AVclaims@muagroup.co.uk), Gas meter cards to [SPA@muagroup.co.uk](mailto:SPA@muagroup.co.uk).

You can find a detailed guidance list of all required completion data within [Appendix 1](#) of this document.

When submitting your completion packs, please remember:

- To include your mua reference within the subject line of your email submission.
- To include locational dimensions on your as-laid (main cables and pipes only).
- To include all commissioning data and readings results on your test certificates
- We require a CSEP, POC, and BCA signed and returned before we can release AV payment
- Pressure Test, Protection levels, and Water sample results.

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 query with your completion pack, they will respond within **48hrs**.

## Invoicing

Once the Adoption Certificate has been issued, this will be the trigger to submit the invoice to [assetadoption@muagroup.co.uk](mailto:assetadoption@muagroup.co.uk) for the plot(s) and amount confirmed within the Adoption Certificate.

We will process the invoice for payment in keeping with the existing payment terms.

To ensure prompt payment please note the below:

- Be addressed to either mua Gas Ltd, mua Electricity Ltd and mua Water Ltd.
- Include your VAT number 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.
- Include the plot/unit numbers i.e. Plots 1-4

## Appendix 1 – Completion data requirements

### Gas Completion Requirements

As laid showing the gas main only as new/existing as per key on as laid, route of laid main is that of the design. Ensure the service routes comply. Service card to show MPRNs, connection main size, service size, length and depth, results, signed and dated. Meter cards (if applicable) to show MPRNs, meter details (including opening read), signed and dated. Mains card to cover the mains related to the plots within the submission, as per the below detailed step by step guidance.

#### LP Industrial, Commercial and Residential Site Completion Pack

- Mains Job Card OR Test Certificates, Main Pipe Size 63mm and above.
- Services Job Card MP or LP 32mm Service Pipe (OR 63mm Above MP).
- Meter Card MP or LP (if applicable) Meter Installation, Type, Size ...etc.
- Valve Sketches Card (if applicable) Valve Size, Type, Connection ...etc.
- CSEP Completion (if not within ROs/NROs) Site Address, iGT, GDN ...etc.
- As Laid Drawing MP And LP, PDF, CAD, Visio, Any Scaled format drawing.

#### MP Industrial, Commercial and Residential Site Completion Pack

- CSEP MTC
- Mains Test Certificate
- Service Card(s)
- Meter Card(s)
- Valve record card for PIV installed
- Photograph of MP Meter
- Final As-laid (PDF, CAD, Visio etc.)

#### MP PRI Completion Pack (If Applicable)

- PRI factory test, technical data sheet, make, model, serial number ...etc.
- PRI Commissioning Details, Settings, Pressure Level ...etc.
- PRI Testing Certificate, Valve/Metering Size, Connection ...etc.
- MP Pipe as Laid Drawing, PDF, CAD, Visio, Any Scaled format drawing.

#### Manifold Completion Pack (If Applicable)

- Steel Test Certificates
- Valve Record Card Including Valve Sketch and Serial Number.
- Photo Evidence That The A3 composite label has been installed
- Photo Evidence That all meters have the correct plot number labelled on them and have A5 meter labels (photo).
- Post Construction Audit signed by Authorising Engineer.

## Electric Completion Requirements

As laid showing the energised cable as 'live' as per the key. Service card states cable size of new service, test results, signed and dated. Mains card to cover the mains related to the plots within the submission, as per the below detailed step by step guidance.

### **HV Substation Completion Pack (if MUA Adoption)**

- RMU and HV metering unit Commissioning, Injection Testing, CTs, VTs, Protection Settings or any DNO format.
- Substation earth resistance certificate.
- HV Cable as Laid Drawing, PDF, CAD, Visio, Any Scaled format drawing
- HV Cable Service Job Card, Pressure test, sheath and continuity testing
- Small Power and Lighting Testing, Volts, ELIs, Circuit Rating

### **LV Substation Completion Pack (if MUA Adoption)**

- Transformer Factory Routine Test, Manufacturer standard test certificate.
- LV Cabinet Commissioning Sheet, Volts, ELIs, Phase Rotation, and Protection Settings, as applicable
- Substation earth resistance certificate.
- CT Commissioning Sheet (if ACB installed), CTs Class, Burden, Ratio
- Small Power and Lighting Testing, Volts, ELIs, Circuit Rating
- As Laid Drawing (if LV Adopted by MUA), PDF, CAD, Visio, Any Scaled format drawing.

### **LV POC (Industrial, Commercial and Residential) Site Completion Pack**

- Mains Job Card OR LV cable Testing, commissioning and energisation Certificates, Main Cable type & size
- Services Job Card LV 1c x 35mm (OR 25mm) 3c or 4c x 35mm Service Cable.
- Hand Sketches Service Card, Jointing Size, Connection ...etc.
- CT Commissioning Sheet (if Above 69KVA), CTs Class, Burden, Ratio ...etc.
- As Laid Drawing LV, PDF, CAD, Visio, Any Scaled format drawing.

## Water Completion Requirements

Completions must be submitted using the below links

- [Water mains – submit here.](#)
- [Water services – submit here](#)

As laid showing the Water/Waste mains only as new/existing as per key on as laid, route of laid main is that of the design. Ensure the service routes comply. Service card to show connection main size, service size, length and depth, results, signed and dated. Meter cards (if applicable) to show meter details (including opening read), signed and dated. Mains card to cover the mains related to the plots within the submission, as per the below detailed step by step guidance.

### Industrial, Commercial and Residential Site Completion Pack

- Mains Job Card OR Main Test Certificates, Main Pipe Size 63mm and above.
- Services Job Card 32mm and 25mm Service Pipe (OR 63mm Above Bulk Supply).
- Meter Card (if applicable) Meter Installation, Type, Size ...etc.
- Valve Sketches Card (if applicable) Valve Size, Type, Connection ...etc.
- Manhole type, size, specifications, job card, as applicable.
- POC Connection Completion, Site Address, Water incumbent ...etc.
- As Laid Drawing Water Pipelines, PDF, CAD, Visio, Any Scaled format drawing.
- Chlorination testing, Bacterial test and Water sampling lab results.

### PRV Completion Pack (If Applicable)

- PRV factory test, technical data sheet, make, model, serial number ...etc.
- PRV Commissioning Details, Settings, Pressure Level ...etc.
- PRV Testing Certificate, Valve/Metering Size, Connection ...etc.
- Pipe as build Drawing, PDF, CAD, Visio, Any Scaled format drawing

### Manifold Completion Pack (If Applicable)

- Steel Test Certificates, as applicable.
- Valve Record Card Including Valve Sketch and Serial Number, as applicable.
- Photo Evidence that the mua Water label has been installed.
- Post Construction Audit signed by Authorising Engineer
- Chlorination testing, Bacterial test and Water sampling lab results.

### Water Meter Completion Pack

- Completed Meter card work form
- Meter type, size, serial number, Meter reading
- Meter job card sketch with the Meter connection location
- Photo Evidence that the mua Water Meter has been installed
- WIAPS Certificate

### Pumping Station Completion Pack

- Submersible Pump Factory Routine Test, Manufacturer standard test certificate.

- Steel work pipes test certificates, as applicable.
- Valve Record Card Including Valve Sketch and Serial Number, as applicable.
- Flow levels gauges commissioning and testing results.
- Main electric supply testing results, voltages, ELIs and services cable as laid.
- Photo Evidence that the mua Water label has been installed
- Post Construction Audit signed by Authorising Engineer