

# mua client handbook



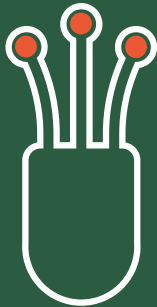
Gas



Electricity



Water



Fibre



Heat





# 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 [here](#) for mua Lines of Communication

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



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.

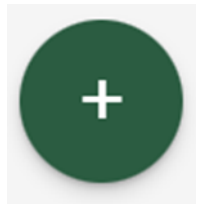
Once the Adoption Agreements have been signed and returned, your mua Account Manager will respond with an onboarding pack which includes the below:

- mua lines of communication
- Design checklist
- G81s
- 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)
- Request for company accounts information





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 quotes, 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. \*



Electricity

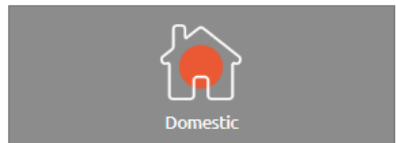


Gas



Water

Please select the project type. \*



Domestic



Non-Domestic



Mixed-Use

Please enter the project postcode. \*



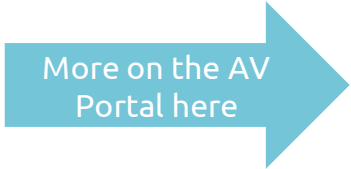
Please enter the project name (and town). \*

Click here to automatically input DNO/GDN Information

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 [here](#) for our AV Portal





## Gas Details

Please select the gas CSEP pressure.

Low Pressure	Medium Pressure	Intermediate Pressure
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Do you want the asset value to include mua owning the domestic gas smart meters? \*

Yes	No
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Please Note – Currently mua adopt BG & EON meters only

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## Electricity Details

Please select the number of Points of Connection. \*

1	2
---	---

Please select the voltage of POC1 \*

Low Voltage	High Voltage	Extra-High Voltage
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Does the project have Solar PV? \*

Yes	No
-----	----



Please click Yes to input the PV details in the next stage

## Water Details

Water Services Required. \*

Please select as appropriate

Clean	Waste	Dual
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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.



More on the AV Portal here



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

Click [here](#) for our AV Portal



Project Details Domestic Details Industrial and Commercial Details Electric Vehicle Charger Details Quote Summary Project Overview

### Domestic Details

Property Type	Plots	Heating	POC	EVC	Water Included	Solar PV	PV kVA/plot
5 Bed Detached, 5 Bed Semi, 6 Be	0	Electric	LV	No	Yes	No	0.0
<b>Totals</b>	<b>0</b>						<b>0.0</b>

+ Add another property type

Project Details Domestic Details Industrial and Commercial Details Electric Vehicle Charger Details Quote Summary Project Overview

### Industrial and Commercial Details

Unit Type	Units	Utilities	Energisation	POC	Metering	Elec kVA/unit	PV kVA/unit	Gas kW/unit	Clean Water/m <sup>3</sup> d/unit	Waste Water/m <sup>3</sup> d/unit
Care / Nursing	0		22/02/2025	LV	LV	0	0	0	0	0
<b>Totals</b>	<b>0</b>					<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

+ Add another unit type

More on the AV Portal here

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

Click [here](#) for our AV Portal



Project Details | Domestic Details | Industrial and Commercial Details | **Electric Vehicle Charger Details** | Quote Summary | Project Overview

### Electric Vehicle Charger Details

Unit Type	Metered Connections	Utility	Energisation	POC	Metering ⓘ	kVA / Connection	Total kVA	
EVC (Workplace) ▼	0	Elec	22/02/2025	LV ▼	LV ▼	0	0	✕
EVC (Workplace)	0						0	
EVC (Public Street)								
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

More on the AV Portal here



Project Details | Domestic Details | Industrial and Commercial Details | Electric Vehicle Charger Details | **Quote Summary** | Project Overview

### Quote Summary

Quotation Date	28 May 2024	Project Reference No.	
Contractor Name	mua	Contractor Reference No.	
Accepted Date		Accepted By	

#### Project Information

Project Name	Customer Journey Doc	Utilities	Electricity, Gas, Water
Project Postcode	KT20 5PT	Project Type	Mixed
Quote Classification	Budget	Non-domestic Type(s)	I&C, Electric vehicle charging

#### Electric

DNO	UKPN - South Eastern Power Networks GSP_J	Upstream GT	Scotia Gas Networks
Duration (Years)	1	Duration (Years)	1
Voltage Connection 1	LV	Gas LDZ	South Eastern -SE
Voltage Connection2		MUA Smart Meter	Yes
Export Generation (PV)	No	Pressure Tier	Low Pressure

#### Gas

#### Water

Clean Water Network	SES Water - South	Surface Water Drainage	Drains to MUA SUDS
Waste Water Network	South West	Total Pumping Station(s) Size (kW)	

#### Domestic Details

Property Type	Plots	Heating	POC	EVC	Water Included	Solar PV	PV kVA/plot	Total PV kVA	Gas AV	Elec AV	Water AV
5 Bed Detached, 5 Bed Semi, 6 Bed Detached	50	Electric	LV	No	Yes	No			TBC	TBC	TBC
<b>Total</b>	<b>50</b>						<b>0.0</b>	<b>0.0</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>

#### Industrial and Commercial Details

Unit Type	Units	Utilities	Energisation	Tariff	POC	Metering	Elec kVA/unit	PV kVA/unit	Gas kW/unit	Clean Water m <sup>3</sup> /d	Waste Water m <sup>3</sup> /d	Gas AV	Elec AV	Water AV
Hospitals	1	Electric, Gas, Water	22 Feb 2025	LV Site Specific Band 4	LV	LV	500	0	500	500	500			
<b>Sub-Totals:</b>							<b>500</b>	<b>0</b>	<b>500</b>	<b>500</b>	<b>500</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>
<b>Total</b>	<b>1</b>						<b>500</b>	<b>0</b>	<b>500</b>	<b>500</b>	<b>500</b>	<b>TBC</b>	<b>TBC</b>	<b>TBC</b>

#### Electric Vehicle Charger Details

Unit Type	CNXs	Utility	Energisation	Tariff	POC	Metering	kVA/Connection	Total kVA	Elec AV
There are no Electric Vehicle Charger Details									

Please note: due to the inclusion of water, the Offer will be reviewed by a member of the team and issued within 48 hours.

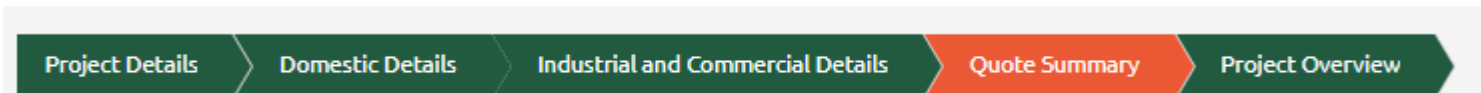
Once you have completed inputting the project details, click here to request the Instant AV Quote.



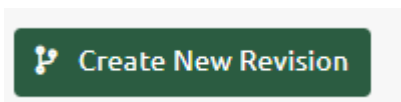




Our AV Portal has been created to be as self-servicing as possible. This means you are given the freedom to generate instant AV Quotes by inputting the information requested on the AV Portal. This includes the ability to refresh expired quotes, make changes to existing quotes and also accept them.



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.



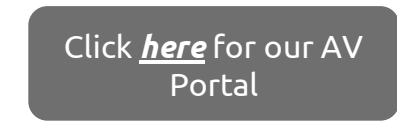
Once you have 'Created New Revision' this will duplicate the original quote and allow you to makes the changes you need. Once you are done, select 'Save & Next' and then 'Request Asset Value' under the Quote Summary Tab



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'

## 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](#)



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 [landrights@muagroup.co.uk](mailto:landrights@muagroup.co.uk) for any legal queries

Please include your mua reference number on all emails

Click [here](#) for mua Lines of Communication

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

**Easement solutions enquiries;** instruction form found [here](#)

Ford Cottage, 2 Water Street, Stamford, PE9 2NJ

Phone: 01780 751 122 / 753 388

Email: [enquiries@easementsolutions.co.uk](mailto:enquiries@easementsolutions.co.uk)



**CLM enquires;** instruction form found [here](#)

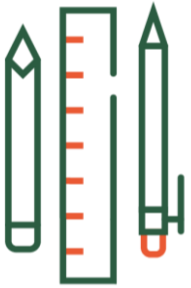
The Grain Store, 63 High Street, Ketton, Stamford, PE9 3TE

Tel: 01780 755 355

Email: [admin@clm-ltd.co.uk](mailto:admin@clm-ltd.co.uk)



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





We will approve your design within 2-3 working days

Please send **gas** designs for approval to [Gasdesign@muagroup.co.uk](mailto:Gasdesign@muagroup.co.uk)

Please send **electricity** designs for approval to [Elecdesign@muagroup.co.uk](mailto:Elecdesign@muagroup.co.uk)

For new connection requests please email [Newconnection@muagroup.co.uk](mailto:Newconnection@muagroup.co.uk) with either the CSEP Request form found [here](#) or the POC Application form found [here](#).

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 [here](#) 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

Please include your mua reference number on all emails

Click [here](#) for mua Lines of Communication

NAV Design here 



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.

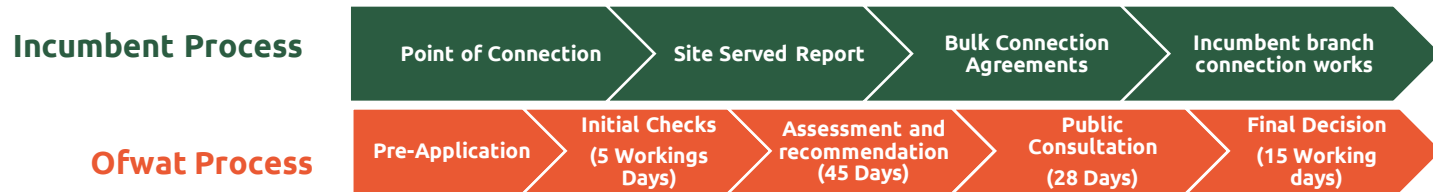
Please include your mua reference number on all emails



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 plan
- Plot Schedule
- Site Location plan
- Wastewater strategy
- Letter of Consent
- Source of Water Date
- Site Served Site Served Assessment report (from the incumbent).
- Point of Connection (from the incumbent).
- Self-Lay Agreements for both clean and wastewater.
- Contamination land assessment
- Estimated build program.
- Planning permission Reference

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



*Incumbent timescales and process vary depending on the incumbent.*

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

Please click [here](#) for **MPRN** request form

Please click [here](#) for the **MPAN** request form



If you will be installing the meter:

- Please submit the MPRN Request Form to [spa@muagroup.co.uk](mailto:spa@muagroup.co.uk) 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.
- Send the MPAN Request Form with the property addresses to [spa@muagroup.co.uk](mailto: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

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

- UIP sends the design to our Design team at [gasdesign@muagroup.co.uk](mailto:gasdesign@muagroup.co.uk)
- UIP sends the MPRN Request Form with the property addresses to [spa@muagroup.co.uk](mailto: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)
- SPA team will send the MPRNs back to UIP

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

Click [here](#) for mua Lines of Communication



## 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](mailto:netadmin@muagroup.co.uk).

The Authorised Person for mua's networks is **Luay Elia**. [Luayelia@muagroup.co.uk](mailto:Luayelia@muagroup.co.uk), 07801 999 393.

Please include your mua reference number on all emails



### Do

Keep access to our equipment clear at all times

Let us know about any dangers or safety concerns close to our electricity infrastructure equipment immediately

Contact us if you need to isolate the electricity supply on your site

### Don't

Do not block access to our equipment

Do not try to access our electricity infrastructure

Do not try to resolve any safety issues around our equipment – just report to us

Do not disconnect the electricity supply to your site without notifying us

Do not connect any additional supplies downstream without load analysis

More on Operations here 

## Lock requests

Please email [Netadmin@muagroup.co.uk](mailto:Netadmin@muagroup.co.uk) with the completed lock and sign request form found [here](#)

## Authorisation requests

Please email [Netadmin@muagroup.co.uk](mailto:Netadmin@muagroup.co.uk) for authorisation requests (Self-Authorise),

## Whereabouts

Please email [Netadmin@muagroup.co.uk](mailto:Netadmin@muagroup.co.uk) with the completed whereabouts template found [here](#)

## Planned outages

Please email [Netadmin@muagroup.co.uk](mailto:Netadmin@muagroup.co.uk) for any planned work, planned outages, power isolation requests or any other general network admin enquiries

## Energisation

Please click [here](#) for the Substation energisation process, Three-phase LV energisation process, Energisation audit and switching programme, and Substation energisation checklist



Please include your mua reference number on all emails

Please click here for our Network Operations Procedure

More on Operational contacts here



## StreetWorks System/Permitry

Please email [Noticing@muagroup.co.uk](mailto:Noticing@muagroup.co.uk) to request for access and training on the Opus system, and for any StreetWorks & Noticing queries

## Regulation

Please email [regulation@muagroup.co.uk](mailto:regulation@muagroup.co.uk) for any regulation queries

## Generation

Please email [Generation@muagroup.co.uk](mailto:Generation@muagroup.co.uk) 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

## New connection requests

Please email [Newconnection@muagroup.co.uk](mailto:Newconnection@muagroup.co.uk) for your Water, Gas & Electric new connection requests

## Technical Standards

Please click [here](#) for our G81 documents



Please include your mua reference number on all emails





Please submit all Gas & Electric completion packs (job cards, substation/CSEP pack, commissioning records, as laid etc) to [AVclaims@muagroup.co.uk](mailto:AVclaims@muagroup.co.uk), and meter cards to [SPA@muagroup.co.uk](mailto: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-laid
- Commissioning readings on your test certificates
- We require a CSEP and BCA signed and returned before we can release AV payment
- Pressure Test and Water sample results

Click [here](#) for mua Lines of Communication



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/3Qzq8bL>

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

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

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

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**





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

Please include your mua reference number on all emails

Click [here](#) for mua Lines of Communication



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



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