

We will tell a central administration service (known as MPAS) you would like to change your supplier to Haven Power.

MPAS will contact your current supplier about the request from Haven Power to transfer your supply.

Your current supplier will have five days to object to the transfer.

If we receive an objection Haven Power will contact you to let you know.

MPAS will confirm to both suppliers who will be your new supplier.

Haven Power's metering agents will maintain and read your meter in future. We will let you know who they are.

When we receive all your metering information, we will set up your account.

We will write to you again to confirm this process is complete and send you more information about Haven Power.

New Customer Transfer Guidelines

Now that you have accepted our prices and contract terms the following steps will take place to ensure your smooth transfer to Haven Power.

The transfer and registration process normally takes between 28-36 days.