

Meter Point Administration Number (MPAN) process for Demand customers (large housing and business developers)

REF-PS-064 Rev 1.1



Scottish & Southern
Electricity Networks

Meter Point Administration Number (MPAN) process for Demand customers (large housing and business developers)

Scottish and Southern Electricity Networks are responsible for maintaining the electricity networks supplying over 3.7 million homes and businesses across central southern England and north of the Central Belt of Scotland.

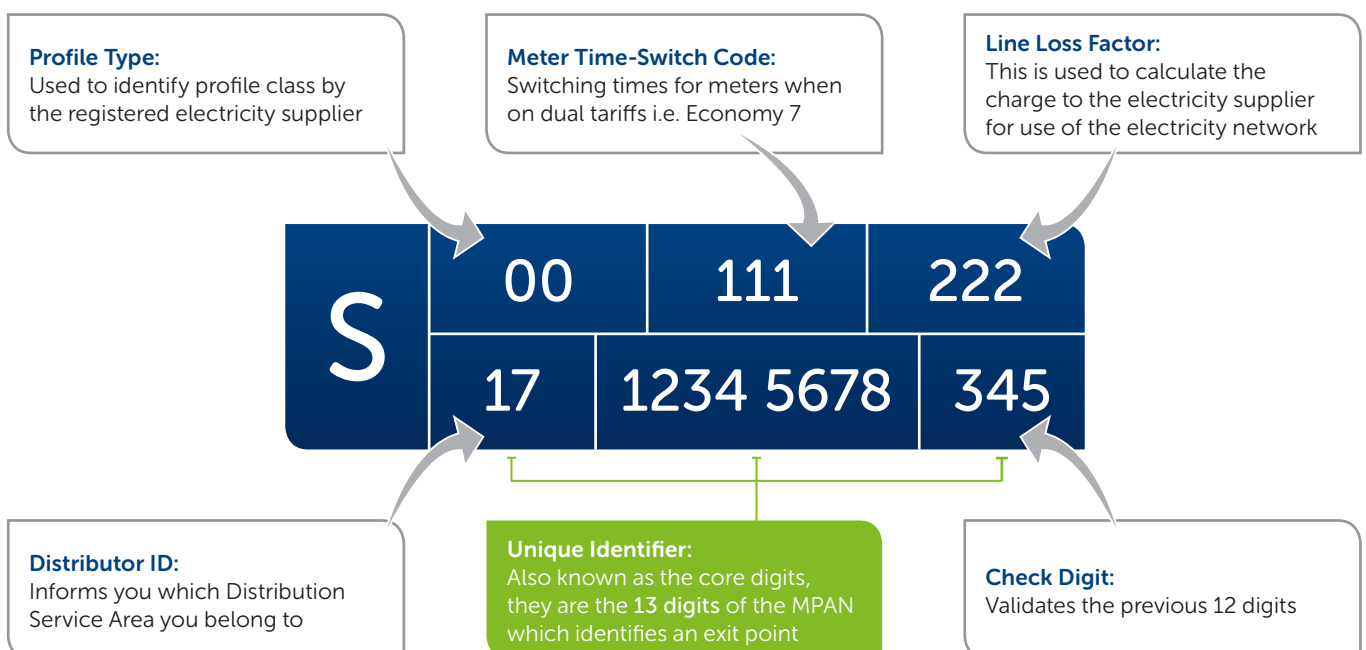
We own one electricity transmission network and two electricity distribution networks, comprising 106,000 substations and 130,000 km of overhead lines and underground cables across one third of the UK. Our first priority is to provide a safe and reliable supply of electricity to the communities we serve in Scotland and England.

The purpose of this document is to improve the clarity of information we provide in relation to the provision of the Meter Point Administration Number (MPAN) following an initial request to make a connection to our network. It is also to make you aware of the process to ensure that you can plan in any other associated works accordingly.

What's an MPAN number?

- The MPAN (Meter Point Administration Number) is a unique 13 digit reference used in Great Britain which identifies each electricity supply point.
- The MPAN is sometimes also called a Supply Number but it should not be confused with your customer reference number.
- We will provide you with an MPAN in sufficient time in advance of installing the electricity supply so you can pass this on to your supplier to register the account.
- Each MPAN must be registered with a Supplier before a meter can be connected and final energisation can take place.
- If you have been issued with an MPAN but can't locate the correspondence please contact your dedicated Connections Team Manager or Connections Project/Delivery Manager to request a copy.
- MPANs can be found on energy bills.
- If you don't have an energy bill for the property (for example – if you have just moved into the property) please contact **MPAS 0345 026 2554** or **mpas@sse.com**

Example MPAN number



Process for the allocation of an MPAN for new housing and business developments

To allow us to create your MPANs, certain processes need to be followed to ensure the MPANs can be correctly registered against the correct postal addresses.

Low Voltage < 69 kVA works process

1 Competent information must be provided at application stage, this includes: site address, site plan, contact details and estimated electrical load requirement.

2 Quote sent from Scottish and Southern Electricity Networks designer (within 5 or 15 days depending on phase).

3 Quote acceptance is usually done by payment of the quotation.

4 Works will be scheduled in at an agreed date with you, subject to any wayleaves or third party consents being in place. We will normally discuss the planning of your works 7 working days after receipt of payment.

5 MPANs will be requested automatically when we have agreed a programme date with you. You will receive your MPANs by post or e-mail approximately 3 days after the planned date for your works has been agreed.

6 Once you have received your MPANs **you** will need to register with an electricity supplier. The registration process normally takes at least 28 days, so you should get in touch with your chosen supplier as early as possible.

7 Once you have a confirmed date for the connection, you will then need to contact your preferred supplier further to arrange for them to come and install the meters. They are likely to need at least 10 working days notice to make these arrangements.

Process for the allocation of an MPAN for new housing and business developments

To allow us to create your MPANs, certain processes need to be followed to ensure the MPANs can be correctly registered against the correct postal addresses.

Low Voltage > 69 kVA works and High Voltage works process

- 1-3 Follow the same process as above.
- 4 Due to additional load requirements with this type of connection, a **Connection Agreement (CA) must be signed by you** and returned to us before we will issue an MPAN. We normally issue a CA with your quotation and acceptance, so you can either sign it and return it with your acceptance or sign it and return it when you request your MPAN.
- 5 On receipt of your **signed Connection Agreement (CA)**, and if you have paid for your works, **your MPAN will be requested** automatically and sent out to you in approximately 5 working days.
- 6 **Works will be scheduled** in at an agreed date with you, subject to any wayleaves or third party consents being in place. We will normally discuss the planning of your works 7-10 working days after receipt of payment.
- 7 Once you have received your MPANs **you** will need to register with an electricity supplier. The registration process normally takes at least 28 days, so you should get in touch with your chosen supplier as early as possible.
- 8 Once you have a confirmed date for the connection, you will then need to contact your preferred supplier further to arrange for them to come and install the meters. They are likely to need at least 10 working days notice to make these arrangements.

Process for the allocation of MPANs for new housing and business developments

Extra High Voltage works process

- 1-2 Follow the same process as above.
- 3 After the quote has been paid and any contestable works that needs to be approved by us has been completed, **your job pack will be passed to your Project Manager**. Note: the design approval stage is not always required.
- 4 Your Project Manager will request your MPAN from our MPAN team. They will need **your signed Connection Agreement** (which may be in draft at this time but firmed up later) to assign the correct Line Loss Factor (LLF). **Normally, you will receive your MPAN within 5 working days** of providing the information but if we need to apply to Elexon for a new LLF this can take between 2-3 months to complete.
- 5 **The Connection Agreement (CA) needs to be signed** by both Scottish and Southern Electricity Networks and the customer and returned to your Project Manager. This may be in draft at this stage and firmed up at job completion, prior to energisation.
- 6 Works will be scheduled in at an agreed date with you, subject to any wayleaves or third party consents being in place. We will normally discuss the planning of your works 10-15 working days after receipt of payment.
- 7 Your Project Manager will **issue your MPAN by e-mail or post** in sufficient time for you to register your site with your preferred supplier.
- 8 Once you have received your MPANs **you** will need to register with an electricity supplier. The registration process normally takes at least 28 days, so you should get in touch with your chosen supplier as early as possible.
- 9 Once you have a confirmed date for the connection, **you** will then need to contact your preferred supplier further to arrange for them to come and install the meters. They are likely to need at least 10 working days notice to make these arrangements.



Scottish & Southern
Electricity Networks

Need help?

Connections & Engineering

Central southern England

 **0800 048 3516**

 **connections@sse.com**

North of Scotland

 **0800 048 3515**

 **connections@sse.com**

Write to us at

(same postal address for both Central southern England and North of Scotland areas):

Connections and Engineering
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Walton Park
Walton Road
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PO6 1UJ

