

Meter Point Administration Number (MPAN) process for Building Network Operators

REF-PS-067 Rev 1.02



Scottish & Southern
Electricity Networks

Meter Point Administration Number (MPAN) process for Building Network Operators

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.

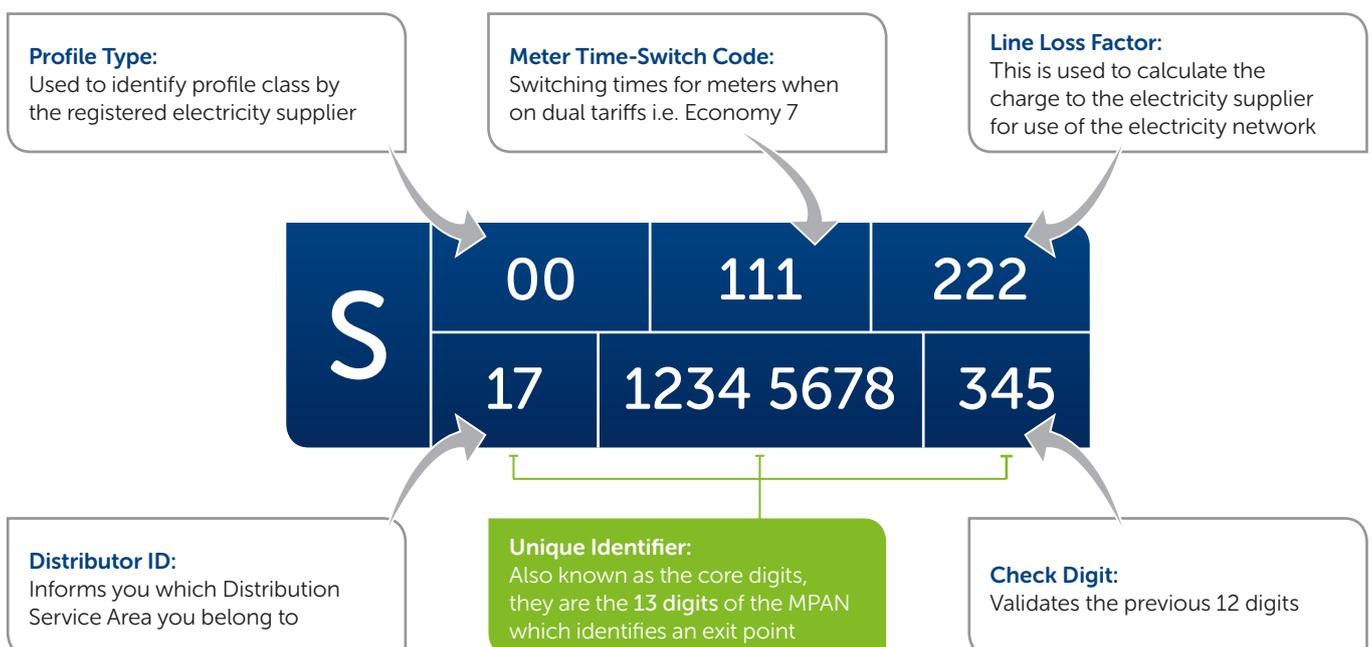
We own one electricity transmission network and two electricity distribution networks, comprising 106,000 substations and 130,000 km of overhead lines and underground cables across one third of the UK. Our first priority is to provide a safe and reliable supply of electricity to the communities we serve 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.
- To request your MPAN, you must email **distribution.mpan.requests@sse.com** with location, number of properties and emergency contact details (depending on the Building Network Operator set up, further information may be requested).
- Our MPAN team 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 our MPAN team on **distribution.mpan.requests@sse.com**. Alternatively, you can contact your dedicated Connections Team Manager or Connections Delivery Manager to request a copy.

Example MPAN number



Building Network Operator (BNO) Process for the allocation of an MPAN for BNOs

Start at Step 1 for new connections and
Step 6 for conversion with existing supply

1 **Competent information must be provided within application**, this includes: site address, site plan, contact details and estimated electrical load requirement etc. Developer to discuss common agreements at the earliest stage.

2 **Quote sent** from Scottish and Southern Electricity Networks designer up to the cut out, Developer should liaise with Scottish and Southern Electricity Networks in the design of the building to ensure sufficient space and routes for the installation of all the services.

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

4 **Works to be scheduled** in by operational staff which is input into our Engineering booking system within 7 working days of receipt of payment (subject to wayleaves and consents being obtained if necessary).

5 **Works completed** within the agreed scheduled time scale.

6 To request the MPAN, the BNO must then email **distribution.mpan.requests@sse.com** with location, number of properties and emergency contact details (depending on the BNO set up further information may be requested).

7 Once the BNO has received the MPANs, the customer will need to register with an electricity supplier. The registration process normally takes at least 28 days, so the customer should get in touch with their chosen supplier as early as possible.

8 Once BNO has a confirmed date for the connection, the customer will then need to contact their preferred supplier further to arrange for them to come and install the metering. They are likely to need at least 10 working days notice to make these arrangements.

Note:

Refer to our website to learn more about being a building network operator at ssen.co.uk/Connections/Developers/ and download our 'Building Network Operator Explained' leaflet.



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
Scottish and Southern Electricity Networks
Walton Park
Walton Road
Portsmouth
PO6 1UJ**

