

# Meter Point Administration Number (MPAN) process for Independent Connection Providers

REF-PS-068 Rev 1.02



Scottish & Southern  
Electricity Networks

# Meter Point Administration Number (MPAN) process for Independent Connection Providers

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.

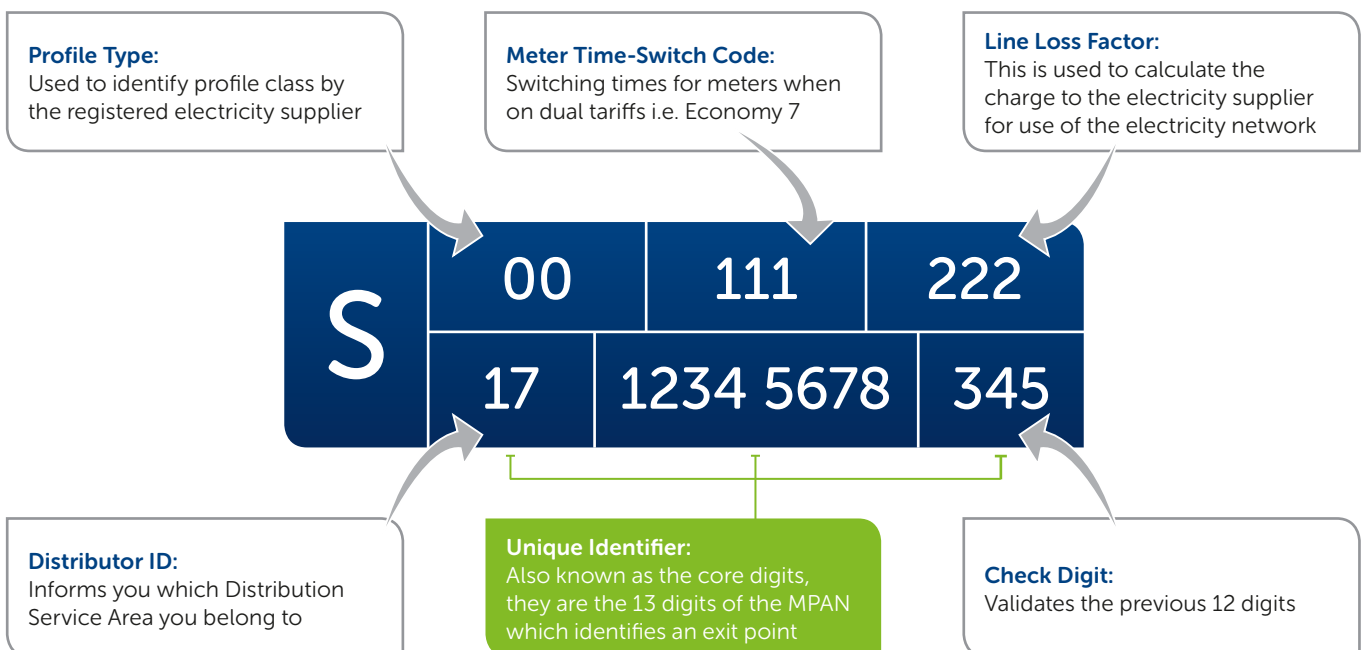
We own one electricity transmission network and two electricity distribution networks, comprising 106,000 substations and 130,000 km of overhead lines and underground cables across one third of the UK. Our first priority is to provide a safe and reliable supply of electricity to the communities we serve 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.
- 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.
- To request your MPAN, you must email **distribution.mpan.requests@sse.com** with location, number of properties, emergency contact details for connections under 69kVA (see below template document) only and for over 69kVA see point 9 below for the standard process.
- 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 a MPAN but can't locate the correspondence please contact our MPAN team on **distribution.mpan.requests@sse.com**. Alternatively, for this and any other information you can contact your dedicated Connections Team Manager or Connections 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 ICPs

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.

## Independent Connection Provider (ICP) where Scottish and Southern Electricity Networks will adopt

**1** You apply for a Point of Connection (POC). **Competent information** must be provided at POC application stage, this includes: site address, site plan, contact details, estimated electrical load and/or generation capacity requirements as appropriate, and Letter of Authority (LOA) from the landowner. Relevant competent information can be emailed to Scottish and Southern Electricity Networks Connections and Engineering team at [nc.connections@sse.com](mailto:nc.connections@sse.com) (for Central southern England and for North of Scotland).

**2** Once competent information is received, we will register your project and your application will be passed to our Connections Designers to prepare your quotation.

**3** Scottish and Southern Electricity Networks Connections Designers will assess the area to see if any reinforcement of the network is required. **Quote Letter** sent including a **Customer Acceptance form**.

**4** You return your completed and signed **Customer Acceptance** to Scottish and Southern Electricity Networks Connections and Engineering team (Central southern England or North of Scotland), along with the corresponding payment as appropriate. If we receive your payment without the completed acceptance form, we will assume that you have accepted our terms and conditions.

Where there are Contestable Works to be adopted by Scottish and Southern Electricity Networks, also provide your **Contestable Works Design**.

**5** If any reinforcement is required, Scottish and Southern Electricity Networks will schedule work at **full charge to the customer or with cost apportionment – as appropriate**, however the non-contestable connection works for the POC cannot be undertaken until reinforcement works has been delivered by Scottish and Southern Electricity Networks Connections Delivery team.

**6** Once your **Contestable Works Design** is received by Scottish and Southern Electricity Networks and approved (where design approval is required) or agreed, a Job Pack will be collated and sent to your dedicated Scottish and Southern Electricity Networks Project Manager (Connections Delivery). Works will 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).

**7** We will issue an **Adoption Agreement** for the Contestable Works we will adopt from you, which will need to be signed and returned to Scottish and Southern Electricity Networks.

Where applicable, we will also issue a **Connection Agreement (CA)** or a **Bilateral Connection Agreement (BCA)** or an **Embedded Generation Connection Agreement (EGCA)** – as appropriate – which will need to be signed by the customer/end user and returned to Scottish and Southern Electricity Networks.

**Note 1:** If there is a demand greater than 69kVA, a Connection Agreement (CA) is issued to the customer for signature and return.

**Note 2:** If there is an embedded network, a Bilateral Connection Agreement (BCA) is issued to the Independent Distribution Network Operator (IDNO) or customer (if private network owner) for signature and return.

**Note 3:** If there is any embedded generation greater than 30kW, an Embedded Generation Connection Agreement (EGCA) is issued to the customer for signature and return.

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# Process for the allocation of an MPAN for ICPs

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You sign and return the Adoption Agreement to your dedicated Scottish and Southern Electricity Networks Project Manager (Connections Delivery).

**Note 4:** Refer to our network adoption agreement process published on our website at [ssen.co.uk/CompetitionInConnections/](https://ssen.co.uk/CompetitionInConnections/)

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Prior to connection, once Adoption Agreement is signed by you and returned to Scottish and Southern Electricity Networks:

**a) Where:** Demand is less than 69kVA; there is no embedded generation; or generation is less than 30kW – you can request your MPANs by providing competent site information on the template document below to **[distribution.mpnan.requests@sse.com](mailto:distribution.mpnan.requests@sse.com)**

Or:

**b) Where:** demand is greater than 69kVA; or there is an embedded network; or there is any embedded generation greater than 30kW – your MPANs will be requested by Scottish and Southern Electricity Networks Connections admin team once relevant CA, or EGCA, or BCA – as appropriate – has been completed correctly, signed and returned by customer/end user to Scottish and Southern Electricity Networks (to speed up the process, electronic copies can be emailed to **[nc.connections@sse.com](mailto:nc.connections@sse.com)**, however, originals are required by post).

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Once you have 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.

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Once you have 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 5:** If your project includes microgeneration, or medium and large generation, please refer to Microgeneration MPAN process or Distributed Generation MPAN process.

# MPAN Request Form

PROMIS Job Ref:

Harmony Ref:



Developer:

Site Address:

Contracted Party Address:

Job no	Service type	Plot no	House / flat no	Street name	Town	Post code	Additional info EG Internal/External MP	OFFICE USE ONLY MPAN No



**Scottish & Southern**  
Electricity Networks

**Need help?**

**Connections and Engineering (Contestable Works)**

**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**

