

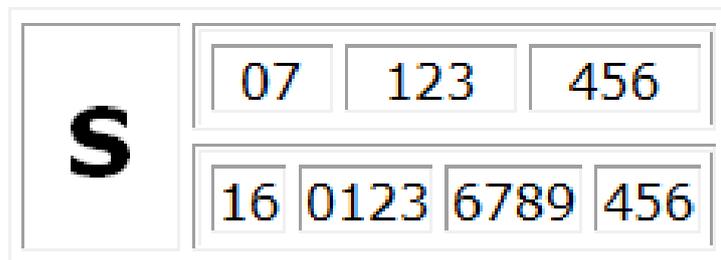
How to find your MPAN and MPRN meter reference numbers

When you switch your electricity supplier, you are asked for the **'Meter Point Access Number'**, which is also called the **MPAN or S Number**.

This number is 21 digits long, consists only of numbers and uniquely identifies your supply point to the supplier. This identifying reference is important because the energy supplier can be sure to take over the correct property and bill the right meter if the MPAN is there.

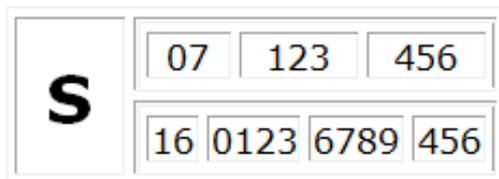
The MPAN will not be on the meter itself. There is a serial number stamped or printed onto the meter, but this does not help. The MPAN should also not be mistaken with the

customer reference number your electricity supplier has assigned to you, which is printed on your bill and serves as a reference to you as a person, but not to your supply point.



Your bill is generally a great place to look for the MPAN, because by law this number must be printed there. Trust us it is there! If you struggle to find it then that is because there are no firm rules on how the number is formatted and presented. For example, some suppliers will print the number in small letters on the back of the bill. Some will only display 13 digits, and not the whole 21 digits.

Why would a supplier make this number difficult to find and understand? We cannot give a definite answer, but typically the MPAN is really only relevant to a consumer when they are looking to switch suppliers. We leave it to you to guess the rest.

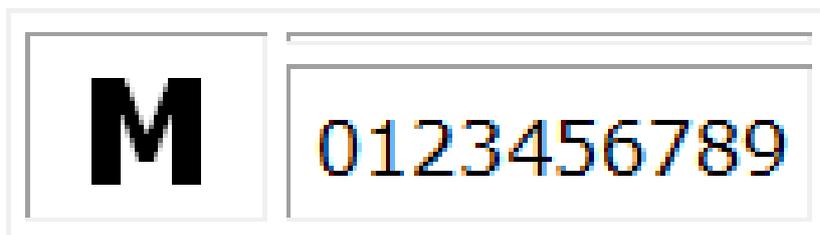


The top half of the MPAN tells the supplier what kind of electricity you need. The bottom half identifies the location, and it is that section - digits 9 to 21 - that is sometimes needed when you switch supplier.

If you do not have a bill handy but know who your supplier is, you can also get your MPAN over the phone straight from the supplier. This type of information is held by the electricity supplier's Meter Point Administration Service departments (MPAS). Have a look at your bill for your current supplier customer service number.

How to I find my gas MPRN meter point reference number?

Your gas Meter Point Reference Number (MPRN) does the same job as the MPAN, but for your gas supply, and finding it is also quite the same job. The MPRN helps the supplier locate your meter. Note, however, that this number (again, no letters, number only!) will only be between eight to ten digits long. The supplier may have tried to hide it away again but the MPRN number will be printed somewhere on your bill. It is typically shown in one row of numbers and prefaced with the letter M. So you should expect to see something that looks like this:



What do I do when I don't know who my gas and electricity suppliers are?

If you have just moved into the property and don't know the name of the company that supplies your property with electricity, then your first task is to call your so-called Distribution Network Operator (DNO).

What is this now, you ask?

DNOs are responsible for the electricity network grid in your area and will know who supplies your property. By the way, the DNO should also be able to tell you what your MPAN number is which might save you a second call to the electricity supplier.

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Or

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