

# MPAN Guide

## Understanding the process surrounding the management of Meter Point Administration Numbers (MPANs).

### What is an MPAN?

The MPAN is a unique 21 digit reference number used in the UK that identifies each electricity supply point. UK Power Networks will provide the 13 digit lower line of the MPAN while the supplier, as part of the registration process, will provide the top line remaining 8 digits.

*For existing supplies, the MPAN can be found on the supply account bill.*

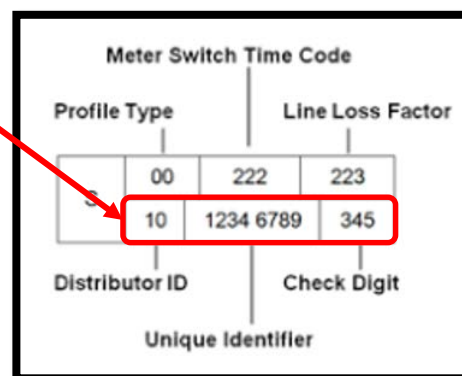
The gas equivalent is a Meter Point Reference Number.

The MPAN should not be confused with your Customer Reference Number or Account Number

If you don't have a *supply account bill* for a property, and don't know the MPAN, there is an online process to follow that can be found on the UK Power Networks Website

<https://www.ukpowernetworks.co.uk/internet/en/help-and-advice/who-is-my-supplier/>

alternatively the MPAS (Metering Point Administration Service) team can be contacted by either calling **0800 029 4283** or by email: [MPASenquiry@ukpowernetworks.co.uk](mailto:MPASenquiry@ukpowernetworks.co.uk)



## New MPAN's

### How to get an MPAN for a new Connection

When your application has been quoted, accepted and payment has been received, your Project Designer will arrange for the MPAN team to make contact with you to obtain all the information, including the full postal address. As soon as this information is available the MPAN numbers can be raised.

### Information needed to get an MPAN

UK Power Networks will only produce the MPAN when we have received the full postal addresses\*, we will not raise MPANs with site plot addresses. The postal addresses will be issued to you by the Street Naming and Numbering Department within the local authority on your request. These must include the UPRN Number or be registered on the Royal Mails live database. Please provide us with a copy of the letter / email received from the local authority confirming the addresses.

**\*We cannot raise the MPAN/s without this information**

**Note: For Temporary Builders Supplies (TBS),** we do not need to have a confirmed postal address, however, we do need a site location and the nearest post code to the location of the TBS

### When to apply for my MPAN

You should request the MPAN as soon as you have the full postal addresses for your development and UK Power Networks have received the acceptance, and payment for the work in full. Suppliers need up to 6 weeks for the registration process, once you have contacted them with the MPAN(s).

## Disconnecting MPAN Numbers

There are two reasons why you might need to disconnect an MPAN.

**1** Because it is associated with a **Physical disconnection** where the cable will be pot-ended. This can be arranged by contacting our Disconnection Team by email [disconnections@ukpowernetworks.co.uk](mailto:disconnections@ukpowernetworks.co.uk) or by calling 0800 855 290. Alternatively complete our online application form at the following link: <https://www.ukpowernetworks.co.uk/internet/en/our-services/>

**2** A **Logical Disconnection** will be required if **i)** you have a duplicate MPAN at the same address **ii)** where there is a change in supply tariff type **iii)** if a secondary MPAN is no longer required or **iv)** if there is a rogue address within the database. These can only be initiated by the supplier and will be actioned through a data flow (DFlow).

**Note:** Logical disconnections are not to be requested directly by the customer to UK Power Networks, or in place of a Physical disconnection, as this will result in MPAN's showing as a De-energised not as Disconnected.

## Frequently Asked Questions

### How do I register my MPAN?

When the 13 Digit MPAN has been provided to you by UK Power Networks, you will need to contact your nominated supplier to register it and discuss metering arrangements.

### What is a Data flow (D-flow)

This entity provides a description of a data flow between parties including suppliers and Distribution Network Operators (DNO). A data flow is a logical flow of information between trading parties and is defined in terms of its constituent data items. The definition of the data will include its name, description and other details.

### What is a UPRN

A *Unique Property Reference Number or UPRN* is related to a property / item / piece of land, issued by the local authority e.g., phone box, lake, flat, house, land.

### I am switching supplier, do I need a new MPAN?

No, the MPAN is unique to the location of the supply point, a new supplier will use the same MPAN as the previous supplier, even if the meter needs to be changed.

### I am upgrading a service, do I need a new MPAN?

No, the existing MPAN can be used for the upgraded supply. IF additional supply points are to be added to an existing supply (e.g. for a Building Network [BNO]) then additional MPANs will be required.

### I am not the owner, or registered with the electricity supplier, of the property where I need to manage existing supplies. I have the MPAN/s, what is the process?

If the supplies are not registered to you, UK Power Networks will require a Letter of Authority (on headed paper) from the registered owner of the property (who manages the electricity bills) giving permission for your company to manage them (and associated MPANs) on their behalf.

## Frequently Asked Questions

### I am upgrading to a SMART Meter, do I need a new MPAN?

No, you do not need a new MPAN for a smart meter if the old meter is a settlement meter already, and the SMART meter is just a replacement.

### Will I be able to know what supplier is appointed' from just the MPAN?

The MPAN does not indicate who the supplier is. This can be found out using the MPAN through the MPAS team. However, you can identify the regional location from the MPAN. In UK Power Networks' area all London (LPN) MPAN start with a 12, In our Eastern Area (EPN) they start with 10 and in our South Eastern Area (SPN) they start with 19

### The address, used to raise the MPAN, has changed, who should I contact?

Once an MPAN has been registered with a supplier, amendments to the address can only be arranged through the supplier.

### I have an MPAN number and connection dates, who will fit my meter?

Meters are arranged and fitted by your nominated supplier.

### How can I obtain a list of suppliers?

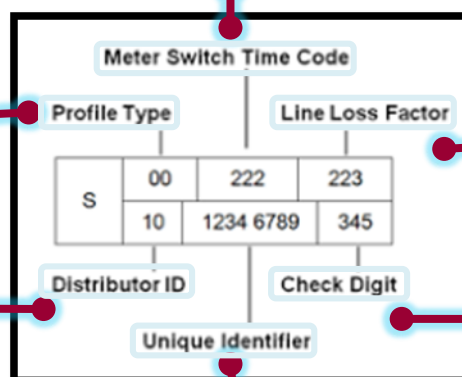
Refer to the MOCOPA website - <https://mocopa.org.uk/signatories/>

## The meaning of an MPAN

**Profile Type:** Indicates which Profile Class the Metering Point is associated with (Non Half Hourly customers only, the Half Hourly profile class is represented as 00).

**Distribution Identifier:** Identifies which Distribution System Operator's Distribution System the Metering Point is connected to.

**Meter Timeswitch Code (MTC):** Indicates the capability of the meter and the time pattern applied for a multi-rate tariff supply and other technical information (e.g. economy 7, number of registers.)



**Unique Reference Number :** A unique number (within the Distribution System) to identify the specific Metering Point.

**Line Loss Factor Class (LLFC) :** Identifies the Distribution Use of System (DUoS) Tariff and Line Loss Factor Class for the Metering Point, and hence what level of DUoS charges are payable and what electrical losses have to be accounted for in making the supply to the customer.

**Check Digit :** A number calculated from the Distribution Identifier and Unique Reference Number to provide a check digit that other systems can use to validate the above identifier and reference numbers.