

The Voice of the Networks



# Energy Networks Association

## What you need to do before using your gas supply!



Energy Networks Association  
6th Floor, Dean Bradley House  
52 Horseferry Road, London SW1P 2AF

Tel +44 (0)20 7706 5100  
Fax +44 (0)20 7706 5101  
[www.energynetworks.org](http://www.energynetworks.org)

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# Before you use your gas supply you need to establish whether you have a gas supplier for your property. This can be done by contacting the Meter Point Reference Line on 0870 608 1524.

Each gas supply will have its own unique Meter Point Reference Number (MPRN). The MPRN enables a supplier to register your gas supply. The number should be on a tag next to the gas supply pipe near your gas meter. If there is no tag then call the Meter Point Reference Line on the number above. If your gas supply has been recently installed then the MPRN will have been provided on the paperwork for the new connection.



If you need to find a supplier, a list is available from Citizens Advice Consumer Helpline by calling **03454 04 05 06**, or by taking a look at their website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk). Alternatively Ofgem has a list of accredited price comparison sites on its website: [www.ofgem.gov.uk](http://www.ofgem.gov.uk).



Once you are happy that you have selected the supplier best suited to meet your needs registering is a simple process. Contact your chosen supplier and agree a contract with them. They may ask for your address or MPRN. Once the contract is agreed, the registration process can take between two and six weeks to complete.



**Please note that your supplier is unable to install a gas meter until a supply contract is in place.**



## Useful telephone numbers:



- > Meter Point Reference Line Domestic:  
**0870 608 1524**
- > Meter Point Reference Line Industrial and Commercial:  
**0845 601 3049**
- > Citizens Advice Customer Helpline:  
**03454 04 05 06**
- > If you smell gas call the National Gas Emergency Number:  
**0800 111 999**

**Using gas without a supply contract is illegal**

