



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

REF-PS-067 Rev 2.0 (2025)



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

Scottish and Southern Electricity Networks (SSEN) 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.

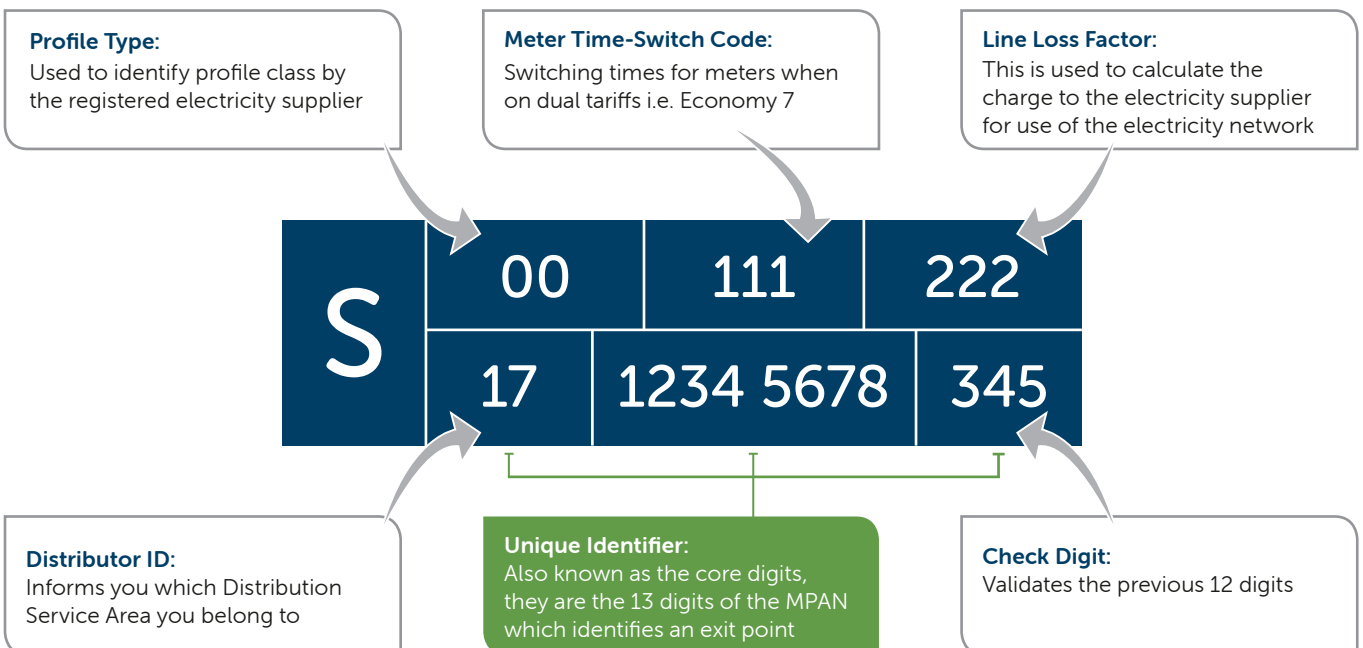
We own one electricity transmission network and two electricity distribution networks, comprising 106,000 substations and 130,000 km of overhead lines and underground cables across one third of the UK. Our priority is to provide a safe and reliable supply of electricity to the communities we serve in Scotland and England.

The purpose of this document is to improve the clarity of information on how to request an additional Meter Point Administration Number (MPAN) following a change to your internal network where this has not required any work to be done to your incoming service connection (e.g., installing total heat total control storage heaters or installing an export meter for microgeneration below 30kW).

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.
- All MPANs must be registered with an electricity supplier before a meter can be connected.
- 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 on 0345 026 2554 or mpas@sse.com.

Example MPAN number





Need help?

Connections and 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
4 Penner Road
Havant
PO9 1QH



www.ssen.co.uk



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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 www.ssen.co.uk/our-services/building-network-operator/