Who's my network operator?

Your electricity network operator manages the wires, cables and substations in your area.

Explore sections within
Information for customers (customers/):

- Building works and gas pipes (customers/building-works-gas-pipes-need-to-know)
- Care and assisted living providers (customers/care-and-assisted-living-providers)
- Compensation for power cuts (customers/power-cut-compensation)
- Getting extra help and support (customers/extra-help-for-customers)
- How to prepare for storms and bad weather (customers/storms-and-bad-weather)
- What are electromagnetic fields? (customers/electromagnetic-fields)
- What are signs of carbon monoxide poisoning? (customers/carbon-monoxide-poisoning)

What happens during an energy shortage? (customers/what-happens-in-an-energy-shortage)
What to do if you smell gas (customers/smell-gas)
What to do during a power cut (customers/power-cut)
Who's my network operator? (customers/find-my-network-operator)
Disconnecting from the gas network (customers/disconnecting-from-the-gas-network)
Wayleaves (customers/wayleaves)
Commitment to public safety (customers/public-safety-commitment)

Your **electricity network operator** manages the power cables in your area. They're not your energy supplier and they don't bill you. They can help with things like connecting your home to power, moving your meter, registering you for the Priority Services Register (customers/extra-help-for-customers) or assisting you if there's a power cut.

If you have a problem with your direct debit or your energy bill, you'll need to speak to your energy supplier. Their details can be found on your bill.

Enter your postcode

Type a postcode to begin

RG401BX

Go

Customers in the Republic of Ireland should contact ESB Networks (https://www.esbnetworks.ie/tns/contact-us) for electricity and Gas Networks Ireland (https://www.gasnetworks.ie/home/) for gas.

Your electricity network operator is...

Scottish & Southern Electricity Networks

(https://www.ssen.co.uk/)

If you are currently experiencing a power cut please call:

0800 072 7282 (tel:0800 072 7282)

@ssencommunity (https://twitter.com/@ssencommunity)

Your gas network operator is...

SGN Your gas. Our network.

(https://www.sgn.co.uk)

If you are currently experiencing a gas emergency please call:

0800 111 999 (tel:0800 111 999)

Otherwise please call general enquiries:
South/South East of England:
0800 912 1700 (tel:0800 912 1700)
Scotland:
0800 912 1700 (tel:0800 912 1700)

Explore sections within **Information for customers (customers/):**

Building works and gas pipes (customers/building-works-gas-pipes-need-to-know)
Care and assisted living providers (customers/care-and-assisted-living-providers)
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ssencommunity (https://facebook.com/ssencommunity)

SGNgas (https://twitter.com/SGNgas)

Postcode information supplied by Xoserve

Commitment to public safety (customers/public-safety-commitment)

What's an energy network operator?

The energy networks are like a system of roads that transport electricity and gas from where it's made to homes and businesses. Transmission lines and pipes carry electricity and gas over long distances, and distribution lines bring it to individual places. **Network operators look after these wires and pipes.** If there's a problem, like a power cut, they work to fix it. Their job is crucial for keeping our lights on and making sure we have a reliable supply of electricity and gas.

Can't find your network operator?

Try these options instead...

Search using a map of energy network operators

Select the network type and then your region. Select the logo to visit the operator's website.

- Electricity distribution operators
- Electricity transmission operators
- Gas distribution operators
- Gas transmission operator

Tap your region and then the logo to visit their website.

Independent Distribution Network Operators

Some homes and businesses are connected to **independent** distribution networks. An Independent Distribution Network Operator (IDNO) takes care of a smaller part of the electricity network. Imagine the whole electricity network as a big web connecting power stations and wind farms to homes. Regular network operators manage most of it, but an IDNO focuses on specific areas, ensuring that electricity flows smoothly in those particular places. So, while the main network operators handle the overall "web", IDNOs specialise in making sure certain neighbourhoods or communities get the power they need without any hiccups. You can find a list of those operators below.

*GTC is part of the BUUK Infrastructure Group and operates and maintains assets for its two IDNO licenses The Electricity Network Company Limited and Independent Power Networks Limited.

Eclipse Power Networks (https://eclipsepowernetworks.co.uk/)	Energy Assets Networks (https://www.energyassetsnetworks.com/)	ESP Utilities Group (https://espug.com/)	Forbury Assets Ltd (FAL) (SSE Enterprise) (https://www.sseenterprise.co.uk/products/forbury-assets-limited/)
Fulcrum (https://www.fulcrum.co.uk/)	GTC* (https://www.gtc-uk.co.uk/)	Harlaxton Energy Networks (http://www.harlaxtonenergynetworks.co.uk/)	Independent Power Networks (https://ipnpower.co.uk/)
Last Mile Asset Management (https://lastmile-uk.com/)	Leep Utilities (https://www.leeputilities.co.uk/)	mua Group (https://www.muagroup.co.uk/)	UK Power Distribution (https://www.ukpowerdistribution.co.uk/)
Utility Assets (https://www.utilityassets.co.uk/)	Vattenfall (https://www.vattenfall.co.uk/)		

Search for your network using the code on your

energy bill

An MPAN (Meter Point Administration Number) is like a unique ID for your electricity supply. Think of it as a special code that helps identify and manage the electricity going into your home. Just like your house has its own address, the MPAN is like an address specifically for your electricity supply. It helps energy companies keep track of how much electricity you use and make sure they send the right bills to the right people. So, when you see or hear about an MPAN, it's basically the electric version of your home's mailing address for billing and tracking purposes.

This is an example of how the MPAN number might appear on your bill. The letter 'S' might be a different letter for you, and the numbers are just an example. Find the number like the one indicated by the arrow (this is known as your 'Distributor ID') and then expand the table below to find your network operator.

Search using your Distributor ID