

# Electricity Safety

## Stay Safe

First, look outside at the neighbouring houses and see if their lights are on. If not, there may be a fault in your area and you should call emergency number 105 (24 hrs, 7 days a week) or your Regional Distribution Company directly, even though you're a TruEnergy customer. You can find out how to contact them below.

## How do I contact my Regional Distribution Company?

If you have a fault outside our office hours you can call your relevant Regional Distribution Company.

You can find your local company using the MPAN number which you can find on your invoice or in your online portal. MPAN stands for Meter Point Administration Number and is made up of 13 digits.

Central Southern England	SSE Network	0800 072 7282
Cheshire, Merseyside, North Wales and North Shropshire	SP Energy Networks	0800 001 5400
East England	UK Power Networks	0800 783 8838
East Midlands	Western Power Distribution	0800 056 8090
London Area	UK Power Networks	0800 028 0247
Midlands	Western Power Distribution	0800 328 1111
North East England	Northern Powergrid	0800 668 877
North West England	Electricity North West	0800 195 4141
North of Scotland	SSE Networks	0800 300 999
South East England	UK Power Networks	0800 783 8866
South Wales and South West England	Western Power Distribution	0800 052 0400
South of Scotland	SP Energy Networks	0800 092 9290
Yorkshire	Northern Powergrid	0800 375 675
Independent	Independent Power Networks Ltd	0800 013 0849
Independent	ESP Electricity Limited	0800 731 6945
Independent	Energetics Electricity Ltd	0800 804 8688
Independent	The Electricity Network Company Ltd (GTC)	0800 032 6990
Independent	Harlaxton Energy Networks Limited	0800 055 6288
Independent	Peel Electricity Network Limited	01924 871 558