



Unregistered Gas Supply Immediate Action Required

Xoserve Limited, 31 Homer Road, Solihull, West Midlands B91 3JT

Name

Address

Tel no. (inc STD code) Daytime

Evening

Your Meter Point Reference Number:

I can confirm that I have a registered gas supplier.

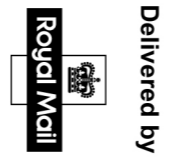
My current gas supplier is

My current customer reference number is

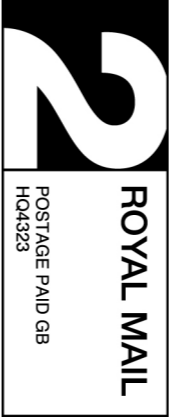
The MPRN on my bill is

DETACH HERE

Your Name
Address Line 1
Address Line 2
TOWN
POSTCODE



Delivered by



Unregistered Gas Supply – Immediate Action Required



UNREGISTERED GAS SUPPLY – IMMEDIATE ACTION REQUIRED

Your Meter Point Reference Number (MPRN): **<MPRN>**

According to our records, the address shown above has a gas connection. In order to use the gas supply, a contract with a licensed gas supplier needs to be in place. This contract arrangement is not registered on our database.

WHAT YOU NEED TO DO

(within 14 days from the date of this letter)

IF YOU DO HAVE A CONTRACT WITH A GAS SUPPLIER

- Step 1** Find a recent gas bill – you will need the Meter Point Reference Number (MPRN) from your gas bill if it is different to the one shown above.
- Step 2** Complete and return the freepost card to us.
- Step 3** Ring your gas supplier – inform them that you have received this mailer from Xoserve.
- Step 4** Ask them to take the required action to update Xoserve's records.

IF YOU DO NOT HAVE A CONTRACT WITH A GAS SUPPLIER

- Step 1** Refer to the information overleaf for advice on how to obtain a gas supplier.
- Step 2** Contact your chosen supplier.
- Step 3** Contact us on **0121 713 4903** – Monday to Friday between 09.00 and 16.00 to let us know.

IF YOU ARE NOT USING GAS

- Step 1** Contact us on **0121 713 4903** – Monday to Friday between 09.00 and 16.00.
- Step 2** Quote the MPRN – This is shown above.
- Step 3** Inform the telephone agent that you do not want a gas supply – we will refer your details to the gas transportation company who will investigate further.

IT IS IMPORTANT THAT YOU TAKE THE APPROPRIATE ACTION NOW

WHO IS XOSERVE?

Xoserve is responsible for managing the data relating to gas suppliers on behalf of the national gas transportation companies. Gas Transportation companies are required to ensure that all gas supplies are registered with a licensed gas supplier. For more information please visit our website www.xoserve.com.

How to contact us



Tel No:
0121 713 4903



E-mail:
xoserve.sats.spa@xoserve.com



USEFUL TELEPHONE NUMBERS

M Number Helpline Domestic	0870 608 1524
M Number Helpline Industrial & Commercial	0845 601 3048
Citizens Advice Consumer Service	0845 404 0506
National Gas Emergency	0800 111 999

How to choose and register a gas supplier

A guide for gas consumers without a current supplier

Competition in the gas market means that you can choose who supplies your gas. The information below will help you understand the process of choosing and registering with a supplier.

I'm not sure who is my gas supplier?

If you are a residential occupier then you can contact the Domestic M Number Enquiry Line on 0870 608 1524. They will confirm the name of your current gas supplier (if you have one) and the Meter Point Reference Number for your property.

What is a Meter Point Reference Number (MPRN)?

A Meter Point Reference Number – or "MPRN" – is a unique number attributed to a gas service pipe. The MPRN can help a gas supplier register your supply quickly and easily.

How do I know what my MPRN is?

The MPRN can be found in the following ways:- there may be a tag next to the gas supply pipe near to your gas meter or you can locate it on any gas bill.

How do I choose a gas supplier?

There are a number of supplier's available to choose from. Further information can be found on the internet.

How do I register with a gas supplier?

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 Meter Point Reference Number (MPRN). Remember, if you are unsure of your MPRN, contact the M Number Enquiry Line on 0870 608 1524 – please make sure you have a pen and paper to hand. Once the contract is agreed, the registration process can take between two and six weeks to complete.

What happens if my gas supply has been disconnected?

If your gas has been disconnected then you do not need to obtain a gas supplier. In the event that your gas is reconnected in the future, you will then need to appoint one.

If I don't have a gas supplier but am using gas, will my gas be cut off?

Gas Transportation companies are required to ensure that all mains meters recording gas are registered with a licensed gas supplier. If you are the current occupier of a property that is using gas, you should choose a gas supplier as soon as possible.

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