

**Reference**  
CA-1234/1

**Date**  
00 Month 0000

**Cadent Gas Limited**  
Ashbrook Court, Prologis Park  
Central Boulevard  
Coventry CV7 8PE  
[cadentgas.com](http://cadentgas.com)

**Name Surname**  
First line address  
Second line address  
Third line address  
Fourth line address



Dear Sirs

**MPRN [ ] – Further address details required for disconnection**

We have received notification from Xoserve that the primary gas meter associated with MPRN [ ] has been recently removed on your behalf.

From the information recorded on UK Link, we have been unable to verify or locate the relevant address associated with MPRN [ ] and we are, therefore, currently unable to disconnect the supply, or otherwise make it compliant. As you arranged for disconnection of the meter and billed the customer for their gas usage, please can you confirm the address details that you have on your records and any other information that you have that will enable us to disconnect this supply. We have already contacted you by telephone to request this information, which unfortunately was not provided.

As you will be aware, under the Gas Safety (Installation and Use) Regulations 1998 (**GS(IU)R**), following the removal of a primary meter it is your responsibility as the last person who supplied gas through the meter to ensure that the service pipe is disconnected as near as is reasonably practicable to the main if the meter has not been replaced within 12 months. It is current industry practice that the physical disconnection is undertaken by the relevant gas transporter, but it remains your obligation to ensure that the gas transporter has done this.

**In this case, the correct information to enable us to carry out this work is not available to us. As such we are notifying you that without the provision of further information it is not possible for us to undertake this work so as to enable you to meet your obligations under GS(IU)R.**

To enable us to carry out the required disconnection, and taking into account your obligations under GS(IU)R, we should be grateful if you would provide the requested information as soon as possible. We would also request that you update the records held by Xoserve if required. The industry relies on this data so it is important that it is kept as complete and accurate as possible. We would like to re-iterate that, until we receive this additional information from you, we are unable to locate the supply to be able to disconnect it and so it will remain live.

**[Insert details of where to send response/who to contact].**



Yours...

**Name Surname**

Job title