

<SITE ADDRESS>  
<SITE ADDRESS>  
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xserve



respect > commitment > teamwork

Date: XX/XX/XXXX

Dear Sir/Madam,

## UNREGISTERED GAS SUPPLY – IMMEDIATE ACTION REQUIRED

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

A letter was recently sent to you asking for details of your gas supplier but to date the gas supply remains unregistered.

As our records show that the above property has a gas connection but a contract between yourself and a gas supplier is not in place, it is assumed that you are not using the gas supply.

An instruction will now be forwarded to the gas transportation company for them to make arrangements that may include disconnecting the gas service pipe to the property in accordance with normal safety procedures.

**Please note: Access to the property is not required to carry out this work.**

### ACT NOW IF THE GAS SUPPLY IS REQUIRED

#### If you 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 on this letter.

**Step 2** Contact us on **0121 713 4903** – Monday to Friday between 09.00 and 16.00.

**Step 3** Provide the call agent with the details of your current gas account – they will advise what you need to do.

#### If you do not have a contract with a gas supplier

**Step 1** Refer to the information on the back of this letter for advice on how to obtain a gas supplier.

**Step 2** Contact your chosen supplier **immediately**.

**Step 3** Contact us on **0121 713 4903** and ask for the termination of the gas supply to be suspended.

## 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](http://www.xoserve.com).

#### How to contact us



Tel No:  
**0121 713 4903**



E-mail:  
[xoserve.sats.spa@xoserve.com](mailto:xoserve.sats.spa@xoserve.com)

xserve

providing services on behalf of

Northern  
Gas Networks

Yours faithfully

Mark Smith  
Account Administrator