

# Key contacts



We want to make it as quick and easy as possible for you to contact our teams.  
Use our dedicated mailboxes to reach the right person to help with your enquiry.  
In a power cut, call **105**. Smell gas? Call **0800 111 999**.



## Asset value enquiries

Electricity and gas AV requests:  
[AV.requests@muagroup.co.uk](mailto:AV.requests@muagroup.co.uk)

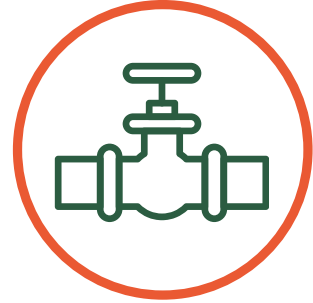
General asset value enquiries and  
AV invoices:  
[assetadoption@muagroup.co.uk](mailto:assetadoption@muagroup.co.uk)



## Design approvals

Electricity design approvals:  
[elecdesign@muagroup.co.uk](mailto:elecdesign@muagroup.co.uk)

Gas design approvals:  
[gasdesign@muagroup.co.uk](mailto:gasdesign@muagroup.co.uk)



## New connections

Gas and electricity connection  
requests:  
[newconnection@muagroup.co.uk](mailto:newconnection@muagroup.co.uk)

CHP, EV, PV and battery  
generation requests:  
[generation@muagroup.co.uk](mailto:generation@muagroup.co.uk)



## MPRN and MPANs

MPRN and MPAN requests,  
as well as supply and metering  
queries:  
[spa@muagroup.co.uk](mailto:spa@muagroup.co.uk)

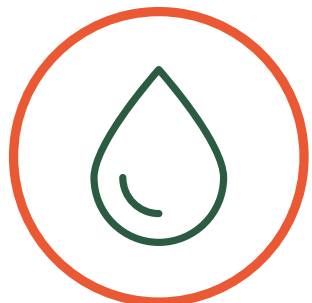


## Land rights and noticing

Land rights:  
[landrights@muagroup.co.uk](mailto:landrights@muagroup.co.uk)

Highways and noticing enquiries:  
[noticing@muagroup.co.uk](mailto:noticing@muagroup.co.uk)

Regulatory enquiries:  
[regulation@muagroup.co.uk](mailto:regulation@muagroup.co.uk)



## NAV enquiries

Water and wastewater services  
enquiries:  
[developerservices@muagroup.co.uk](mailto:developerservices@muagroup.co.uk)



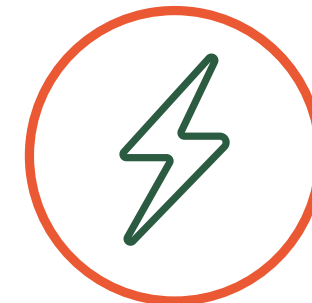
## Network operations

Gas NROs, gas ROs, LV and HV  
electricity switching, and supply  
disconnections:  
[energisation@muagroup.co.uk](mailto:energisation@muagroup.co.uk)



## Network enquiries

Locking requests, planned  
shutdowns, authorisation  
requests, whereabouts, general  
technical and network admin:  
[netadmin@muagroup.co.uk](mailto:netadmin@muagroup.co.uk)



## Network faults

Faults, emergency response,  
standby 24/7 coverage and non-  
planned shutdowns:  
[operations@muagroup.co.uk](mailto:operations@muagroup.co.uk)



## Asset value claims

Completion packs including job  
cards, sub/CSEP packs,  
commissioning records and as laids:  
[avclaims@muagroup.co.uk](mailto:avclaims@muagroup.co.uk)