

Key contacts



We want to make it as quick and easy as possible for you to contact our teams.

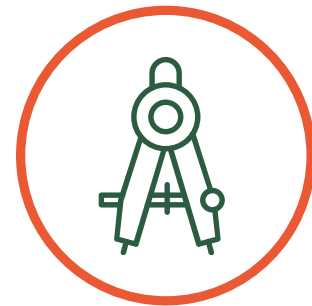
Use our dedicated mailboxes to reach the right person to help with your enquiry.



Asset value enquiries

Electricity and gas AV requests:
AV.requests@muagroup.co.uk

General asset value enquiries and
AV invoices:
assetadoption@muagroup.co.uk

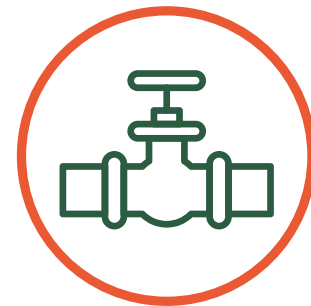


Design approvals

Electricity design approvals:
elecdesign@muagroup.co.uk

Gas design approvals:
gasdesign@muagroup.co.uk

Water and wastewater approvals:
waterdesign@muagroup.co.uk



New connections

Gas and electricity connection
requests, plus CHP, EV, GT1 and
GT2 applications:
newconnection@muagroup.co.uk

PV and battery generation requests:
generation@muagroup.co.uk



MPRN and MPANs

MPRN and MPAN requests,
as well as supply and
metering queries:
spa@muagroup.co.uk

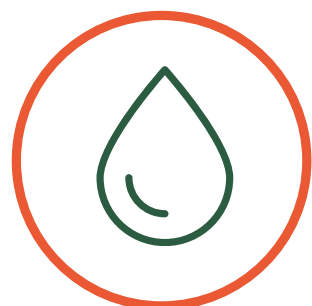


Regulations and noticing

Land rights:
landrights@muagroup.co.uk

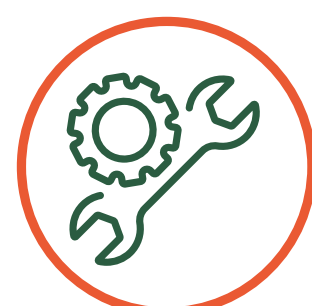
Highways and noticing enquiries:
noticing@muagroup.co.uk

Regulatory and legal enquiries:
regulation@muagroup.co.uk



NAV enquiries

Water and wastewater services
enquiries:
developerservices@muagroup.co.uk



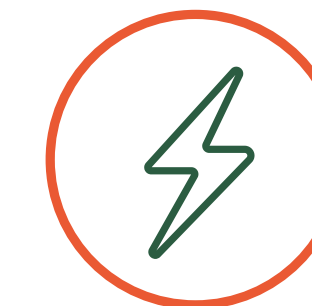
Network operations

Gas NROs, gas ROs, LV and HV
electricity switching, substation
energisation and supply
disconnections:
energisation@muagroup.co.uk



Network enquiries

Locking requests, planned
shutdowns, authorisation
requests, whereabouts, general
technical and network admin:
netadmin@muagroup.co.uk



Emergency

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



Asset value claims

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

Power cut? Call **105** Smell gas? Call **0800 111 999**