

CONSUMER FAQs

1 DO I NEED A LOGIN TO THE REC PORTAL?

If you would like to find out more about the energy retail market or raise a change about REC Content you can create a login for the portal.

If you do not want or need access to this information, no login is required.

2 CAN YOU UPDATE OR VIEW THE ECOES/THE ELECTRICITY ENQUIRES SERVICE (EES) FOR ME?

We do not have access to the Electricity Enquiries Service (EES) so cannot view or change your information. You can speak with your energy supplier, and they can do this for you.

If you are unhappy with how your supplier has handled your question, you can raise a complaint with them to investigate further.

3 WHO IS MY GAS SUPPLIER?

Talk to the Meter Point Administration Service. You can call them on 0870 608 1524 or use their online Find My Supplier search tool.

They can also give you your Meter Point Reference Number (MPRN). This will help your energy supplier locate your information.

4 WHO IS MY ELECTRICITY SUPPLIER?

Enter your postcode on the Energy Network Association search tool to find your network operator. Contact them with the details provided and they will tell you who your supplier is.

They can also give you your electricity Meter Point Administration Number (MPAN). This will help your energy supplier find your information.

5 I HAVE QUESTIONS ABOUT SMART METERS?

You can click on the below link which will take you to our frequently asked questions on the Smart Meter Installation Code of Practice.

[Frequently Asked Questions - REC Portal.](#)

6 MY SUPPLIER HAS GONE BUST, WHAT DO I DO?

Ofgem have a dedicated page on what to do when your supplier exits the energy market. You can find out more by clicking on the below link.

<https://www.ofgem.gov.uk/information-consumers/energy-advice-households/what-happens-if-your-energy-supplier-goes-bust>

7 DO I COME TO YOU IF I HAVE AN ISSUE WITH MY ENERGY SUPPLY?

If you smell gas call the National Gas Emergency Service on 0800 111 999.

Try to turn the gas off at the mains tap, this usually is close to your meter and has a handle that can be turned 90 degrees. **Only do this if you can safely.**

Open windows and doors to increase ventilation and evacuate the property. Do not touch anything with power or light any sort of flame.

If there is a power cut, report this to your network operator.

You can find out who your network operator is by putting your postcode into the [Energy Network Association search tool](#).

If you are having any other problem, it is best to speak to your energy supplier and they will advise you further.

8 DO I COME TO YOU IF I HAVE A COMPLAINT ABOUT MY SUPPLIER?

The best thing for you to do is raise a complaint to your energy supplier. They must have a complaints process in place.

If you are unable to resolve a complaint with your supplier, you can raise a complaint to the Energy Ombudsman by clicking on the below link.

[Complain Now | Ombudsman Services \(ombudsman-services.org\)](#)

If you need more help, you can call Citizens Advice on 0808 223 1133 or use their online webchat. For textphone, dial 18001 followed by the helpline number.

9 I NEED HELP PAYING MY ENERGY BILLS.

Your supplier may be able to provide you with support if you need help paying for your energy bills.

If you need extra advice, there are third parties that may be able to assist you, we've listed some below.

Organisation	Website	Telephone
Citizens Advice	https://www.citizensadvice.org.uk/	0808 223 1133
Step Change	https://www.stepchange.org/	0800 138 1111
National Debt Line	https://www.nationaldebtline.org/	0808 808 4000