

Contact us

Customer Services

Online: www.extraenergy.com

We need a current meter reading

Account number: Example Company Name

Supply address: Example Address 1 Example Address 2, Example Postcode

Date

Dear Example Last Name,

We don't have an up to date meter reading on your account.

We highly recommend that you provide regular meter readings to prevent us from using estimated reads to calculate your bills.

You can send us your current readings by using either of the following options:

By email

Simply reply to this email with your MPRN/MPAN, the date the read was taken and the meter read itself.

My extraenergy

Alternatively, you can log into your My extraenergy online portal to enter your meter read at www.extraenergy.com/myextraenergy.

If you haven't already registered for this service, please visit www.extraenergy.com and follow the simple instructions at My extraenergy. Here you'll be able to view your account and submit meter readings.

Once we have your new readings, we'll make sure your bills and statements are correct.

If you've sent us current meter readings recently, you don't need to send them again. But please do continue to submit readings as frequently as possible.

Yours sincerely,

Ben Jones
Managing Director of Operations
extraenergy