

Contact us

Email: meterreads@extraenergy.com

Online: www.extraenergy.com

<<Customer Name>>

<<Customer Billing Address>>

Account number: <<customer number >>

Date: <<Date>>

Supply address: <<first 3 lines of supply address>>

Dear <<Mr/Mrs/Miss>> <<Surname>>,

Thank you for your meter read - we just need one more thing

The meter reading you recently submitted doesn't fall in line with what we expected. This means that we haven't been able to validate the read or allocate it to the usage history on your account.

To make sure your next reading is accepted and validated quickly, we recommend that you send us a photo of the meter.

The benefits - Of sending a photo of my meter

The truth is, it's all about helping you. Sending us a photo of your meter(s), will make sure your experience as a valued customer is set-up to win from the very beginning.

1. ACCURATE.

It means we'll bill your account to the most accurate readings possible, to ensure you only pay for the energy you use right from the outset

2. QUICK.

We'll be able to quickly validate all meter information sent to us by your previous supplier to make sure the data we receive is error free

3. FUTURE.

We'll have all your meter information on-hand to help us answer any queries, you might have in the future

The photo - What we need to see

There's only certain bits we need to see. We've included an example photo below which we hope makes it clear what we need.



Once you're ready to submit the photo, simply attach it to an email and send to meterreads@extraenergy.com

If you're unable to send us a picture, don't worry, simply re-read your meter and email the details to meterreads@extraenergy.com, we've included a handy 'how to read your meter' guide that may help.

Be sure to include your Account Number on any email you send to us, so we can link it to your account.

If we aren't able to validate your meter readings and metering information, we'll have to use estimated reads to bill your account. This means you may be paying more for your energy.

Best wishes,

Ben Jones
Managing Director of Operations
extraenergy