

<<Customer Name>>
<<Customer Billing Address>>

Contact us

Email: meterreads@extraenergy.com
Online: www.extraenergy.com

Account number: <<customer number >>
Date: <<Date>>
Supply address: <<first 3 lines of supply address>>

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

Congratulations – you’re just days away from becoming an extraenergy customer!

We’re delighted to confirm that you’re just a few days away from coming on supply with us for your <<gas and electricity/electricity/gas>> at <<supply address>>.

To complete the process, there’s just one last thing we need from you - a photo of your <<gas and electricity/electricity/gas>> <<meter/meters>> taken on or before <<date of email + 4 days>>.

Why do you need 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’ll mean we can open your account to the most accurate readings possible.. Meaning 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

How to send us your photo

Put simply, you can either respond to this email or send a separate email to meterreads@extraenergy.com and attach your photo(s).

How your photo should look

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.



Don't worry if you can't send us a photo of your meter, it's easy quick and simple to enter your opening and any subsequent meter readings using your online portal, 'My **extraenergy**'.

Not yet registered for 'My **extraenergy**'? follow the steps below:

1. Visit our website here and click on 'My **extraenergy**'
2. Click the green button 'I would like to register'
3. Enter your **extraenergy** account number along with the email address you gave us when signing up to switch
4. You'll receive an email from us shortly after (don't forget to check your junk mail if you're having any trouble) with your 'My **extraenergy**' username and a link to set your password
5. Click once on the link in the email to set your password

If we don't receive your opening meter reads on or before <<date of email + 4 days>>, we'll have to open your account using estimated reading(s). If these estimates turn out to be inaccurate, it could mean that some of your consumption is charged by your previous supplier, at a potentially higher tariff – so this could cost you more money!

We look forward to hearing from you with your opening reads and would like to thank you again for giving us the chance to supply your <<home/business>>.

Best wishes,

Ben Jones
Managing Director of Operations
extraenergy