

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

<<Date>>

Contact us

Customer Services

From Landlines: **0800 953 4774**

Mon – Fri 08:00 – 20:00, Sat 09:00 – 17:00

Online: www.extraenergy.com

Dear <<insert title>> <<insert surname>>,

We need a current meter reading – Urgent action required

A meter reader appointed by extraenergy recently attempted to read your meter and has reported that the site is demolished, **urgent action is required** on your part to clarify the situation.

Our records indicate that you're the last known occupant at this address, if this isn't the case please contact us immediately so we can arrange to finalise your account. Alternatively, if you're still responsible for this property, please provide us with an up to date meter reading 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

You can simply reply to this email with the following information:

- The meter point reference number (MPRN) / meter point administration number (MPAN)
- The date the read was taken
- The meter read itself

Online portal

You can also log into your My extraenergy online portal to enter your meter readings at www.extraenergy.com/myextraenergy

If you haven't already registered for this service, please visit www.extraenergy.com and follow the simple on-screen instructions. 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 already sent us 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