



<<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

A meter reader appointed by **extraenergy** recently attempted to read your meter, but has informed us that the property is no longer occupied. As the registered supplier to this property we are required to read and inspect all meters every six months.

If you're the new tenant/landlord or if the property is to remain vacant with no energy usage for a period of time, please contact us immediately so we can update our records and ensure all appropriate services are provided and your meters are maintained. We've enclosed a customer data sheet, which should be completed and returned to **meterreads@extraenergy.com**

If you're the original **extraenergy** account holder for the above property, please provide us with a current 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

Name:	
Customer number:	
Address line 1:	
Address line 2:	
Address line 3:	
Address line 4:	
Postcode:	
Access code:	
Password*:	
Additional information to gain access to meters:	
Additional directions to access site:	
Site opening hours*:	
Are there any other special access requirements? (i.e. meter locked in a communal cupboard)	
Landlord contact details:	

* If applicable