

<<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 was unable to locate your property due to insufficient address information.

This could be due to a problem with the address data held on your account, or that some extra help is required for the engineer to locate your property (i.e. your house may be situated in a remote location).

We need your help in order to complete this process, please complete the form below so that we can update your account and this back to us at meterreads@extraenergy.com.

If the details are correct, please get in touch so we can investigate the reason(s) that have led to an unsuccessful visit to your 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

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:	
Meter serial number	
Meter location	
Meter installation date	
Any meter tag details	

* If applicable