



<<Customer Name>>

<<Customer Billing Address>>

Account number: <<customer number >>

Contract number: <<contract number>>

Date: <<Date>>

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

Contact us

Customer Services

From Landlines: 0800 953 4774

From Mobiles: 0330 303 4774

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

Online: www.extraenergy.com

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

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

We’re delighted to confirm that extraenergy is just days away from becoming your new supplier for your <<dual fuel / electricity / gas> supply at <<supply address>>.

There’s just one thing we need to complete the process – a current meter reading. To do this simply login into ‘my extraenergy’ - your online account.

If you’ve not yet registered for ‘My extraenergy’, simply follow these simple instructions:

1. Visit www.extraenergy.com/myextraenergy
2. Click the green button ‘I would like to register’
3. Enter your extraenergy account number and email address linked to the account
4. You will then receive an email to your email account (please also check your junk mail) with your ‘my extraenergy’ user name and a link to set your password
5. Click on the link in the email once and this will open a new website window
6. Enter your chosen password and login

If we don’t hear from you before your supply start date, we’ll open your account using an estimated reading(s). If this turns out to be inaccurate it may 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 highly recommend that you provide regular meter readings for the duration of your contract to prevent us from using estimated reads to calculate your bills.

If you’ve recently provided a meter reading, please ignore this reminder.

Best wishes,

Ben Jones
Managing Director of Operations
extraenergy