

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

Contact us

Customer Services

From Landlines: **0800 953 4774**

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

Online: www.extraenergy.com

<<Date>>

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

Urgent action required

You've recently notified us that your meter point is permanently inaccessible due to a blockage.

As your energy supplier, it's important that our engineer is provided access to your meter point in order to obtain a reading and ensure your meter is safe. Therefore, we need you to contact us immediately on the number above to discuss this matter.

Failure to remove the blockage causing inaccessibility to your meter will result in a site visit, may result in us applying to the Magistrates Court for a Warrant of Entry in order to gain access to your meter point.

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