

<<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>>,

We need a current meter reading – Urgent action required

A meter reader appointed by **extraenergy** recently attempted to read your meter, but was unable to gain access to your meter point due a blockage.

As your energy supplier we're obliged to provide accurate billing and to ensure your meter is safe.

If our engineer is unable to access your meter, it isn't possible to provide this level of service. Therefore **urgent action is required** on your part to rectify the situation, as it's your responsibility to ensure that access to the meter is available at all times.

Please be aware that if a permanent blockage to the meter is in place then arrangements must be made to gain access to the meter and could potentially result in third party to enable such access.

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