[Pick the date]

Name

Distributor

Type the sender company address and telephone number.

**IMPORTANT INFORMATION – PLEASE READ**

[Type the recipient name]

[Type the recipient address]

Unregistered Supply Immediate Action Required

Your Meter Point Administration Number:

Dear Sir/Madam

Northern Powergrid is the local electricity distribution network company for the North East, Yorkshire and northern Lincolnshire. We are responsible for the electricity network including the overhead power lines and underground cables that supply your electricity. We are not your electricity supplier and you do not pay us directly for the energy you use.

According to our records, the address listed above has an electricity connection and in order to use this a contract with a licensed electricity supplier needs to be in place. We have no record of these premises being registered with an electricity supplier.

# **WHAT YOU NEED TO DO -** **WITHIN 14 DAYS FROM THE DATE OF THIS LETTER**

**If you do have a contract with an electricity supplier for the above property.**

**Step 1** Find a recent electricity bill – you will need the MPAN from your electricity bill if it is different to the one shown above, this is the bottom line of the S number. An MPAN is a thirteen digit number beginning [15/23].

**Step 2** Let us know who your supplier is and confirm that the MPAN is correct.

**Step 3** Ring your electricity supplier – inform them that you have received this letter from [Distributors Company Name}.

**Step 4** Ask them to take the required action to update {Distributors Company Name} records.

## **If you do not have a contract with an electricity supplier**

**Please note that we are unable to give advice on a choice of Supplier however****further information can be found on the Citizens Advice website:**

[**https://www.citizensadvice.org.uk/consumer/energy-supply/**](https://www.citizensadvice.org.uk/consumer/energy-supply/)

**Step 1** Contact your chosen supplier to arrange a electricity supply contract.

**Step 2** Contact us on [phone number]– Monday to Friday between 09:00 and 16.00 or via email at [e-mail address] to let us know.

## **If you are not using electricity**

**Step 1** Contact us on [phone number] – Monday to Friday between 09:00 and 16.00 or via the email above.

**Step 2** Quote the MPAN – This is shown above.

**Step 3** Tell us that you do not want a electricity supply – we will investigate further and advise you of the action we will take.

If you are in the process of registering with an electricity supplier please ask them to contact us urgently with confirmation that your premises is being registered.

**Failure to take appropriate action may result in the electricity supply to the premises being cut-off. Please note there may be costs involved in the disconnection and reconnection of the supply.**

Yours Faithfully

Name

[Type the sender title]

Distributor