[Pick the date]

Name [Type the sender title]

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 transports your electricity. We are not your electricity supplier and you do not pay us directly for the energy you use.

Our records show that the address listed above has an electricity connection and in order to use this you need a contract with an electricity supplier. We have no record of these premises being registered with an electricity supplier.

I have enclosed a form that asks for some details to enable us to update our records. If you already have an electricity supplier we will forward the information you have provided on to them. If you do not have a supplier it is very important that you choose one, make contact with them and ask that they register the MPAN quoted above.

**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/>

I would like to ask that you return this information to us as soon as possible using the below options.

* Complete the below form and send back to us using the freepost envelope.
* Scan and email the form using the email address provided at the top of the letter.
* Call us on the telephone number provided at the top of the letter.

If you are in the process of registering with an electricity supplier please ask them to contact us urgently with confirmation that your premise 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]

[Type the sender title]

Distributor

**Please complete the information below and return to us in the free post envelope provided:**

Our reference: «MPAN\_Core»

|  |  |  |
| --- | --- | --- |
| We have written to you regarding the electricity supply at the following address: | «Prs\_Address\_Line\_1»  «Prs\_Address\_Line\_2»  «Prs\_Address\_Line\_3»  «Prs\_Address\_Line\_4»  «Prs\_Address\_Line\_5»  «Prs\_Address\_Line\_6»  «Prs\_Address\_Line\_7»  «Prs\_Address\_Line\_8»  «Prs\_Address\_Line\_9»  «PRS\_POSTCODE» | Please provide address below if incorrect: |

|  |  |
| --- | --- |
| Your Name |  |
| Mobile telephone number |  |
| Day time telephone number |  |
| Email address |  |
| If you are not responsible for the electricity bill at the address above, please give details of the person responsible (if known) |  |
| (1) Is this address currently using electricity? | Yes/ No  (please delete as appropriate) |
| If you have answered ‘Yes’ to question 1 please provide the name of your electricity supplier and your account number | Supplier:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Acc No:   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| If you have answered ‘No’ do you still intend to have an electricity supply to the address in the future? | Yes/ No  (please delete as appropriate) |
| (2) Have you ever received an electricity bill for the above property? | Yes/ No  (please delete as appropriate) |
| If you have answered ‘Yes’ to question 2 could you please provide the 13 digit reference number from your bill this is a grid of numbers prefixed by a bold black S. (this will begin with 15 or 23) |  |
| (3) How long have you been at the address or owned the property. | \_\_\_\_\_  years    \_\_\_\_\_  months |
| Please provide the meter serial number (this is located on your electricity meter) |  |

Please insert the name of your electricity supplier in the box below (or preferred electricity supplier if you do not have one):