[Pick the date]

McKenna, Sarah

Northern Powergrid

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 this property 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**

**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. 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.

**Step 5** Complete the enclosed form providing details of your current electricity supply and return in the freepost envelope.

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

**Step 1** Complete the enclosed form providing details of your current electricity supply or preferred supplier and return in the freepost envelope.

**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 2** Contact your chosen supplier to arrange an electricity supply contract.

**Step 3** 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 an 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 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

McKenna, Sarah

[Type the sender title]

Northern Powergrid

**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):