

18 April 2016
PW0064

Name

Supply reference: ERef
Supply address: SAddress

Dear Salu,

We need access to your electricity meter

I am writing about your Electricity meter at the above premises.

Our agents have visited your premises to try and carry out an important inspection – free of charge – of your metering equipment and to take a meter reading, but they could not get access to your meter.

Please note that you are obliged by your contract with us to allow our agents to access your meter.

We understand that some customers may feel this inspection is an inconvenience. However, we must carry it out for your own safety and to make sure that the invoices we are sending you are accurate.

Our Meter Readers call every six months to read your meter. Please ensure you are able to provide them with access on their next visit. If there are special access instructions, please tell our Customer Service team.

In the meantime, please give us a meter reading at your earliest convenience. You can do this by calling our automated Meter Reading line on 0333 777 0 999 or online at www.uwdc.co.uk/clubhouse (you will be asked to key in the information below together with your meter reading).

If you need any further information, please contact our Customer Service team on 0333 777 0 777.

Yours sincerely,



Michael Richards
Customer Services Manager

Take this to your meter, write down the reading then call our Meter Reading Line on **0333 777 0 999**

Membership number: Account

Electricity reference: ERef2

Day/Normal Reading

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Night/Low Reading (if applic.)

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- If your meter has dials, read the numbers on the black dials from left to right, **ignore red dials**. If a needle is pointing between 2 numbers, use the lower one. If it is between 9 and 0, use 9.
- Economy 7 meters have two sets of dials or registers. Day or Normal is for day rate electricity. Low or Night is for lower priced night rate electricity. Please ensure both sets of readings are supplied to us.
- To read a digital meter, use only the white numbers. Ignore any numbers in red and those after a decimal point.