The Occupier
3 Block C Alto
Sillavan Way
SALFORD
LANCASHIRE
M3 6GD

Please send us your meter reading

Hello The Occupier,

We're in the process of creating your next electricity bill.

We'd like to make sure you only pay for the energy you've used, so could you please send us an up-to-date meter reading(s) within the next seven days.

If you're unable to supply your meter reading(s) within this time, don't worry, we can still send you a bill, but it will be an estimated amount. This could mean we may under, or over, estimate how much you've used – and you may get a bigger bill next time you send a meter reading to us.

How to send us your meter readings

• **By email** - please make sure you include your name, telephone number and account number - customerservice@robinhoodenergy.co.uk
• **Online** - If you haven't already, you can register for an online account and submit your readings at any time - www.robinhoodenergy.co.uk
• **By phone** - please call us - 0800 030 4567
If you need help reading your meter we've provided some useful information on our web site - www.robinhoodenergy.co.uk

We've also included a *'How to Read Your Meter'* help guide on the back of this letter.

We're here for you

If there's anything we can do to help, please don't hesitate to get in touch.

Kind regards,

Jade Kirk
Customer Service Manager
Robin Hood Energy

Your details

Account number:
500265077

Date Letter Sent:
21 May 2016

Letter Reference Number:
MtrRdRmdr

Supply Address:
3 Block C Alto
Sillavan Way
M3 6GD

Your progress

1. Meter read request
2. Bill/Statement issued
3. Payment required
4. Payment made

Contact us

Call us:
0800 030 4567
Mon – Fri 8am – 8pm
Sat 9am – 5pm

Email us:
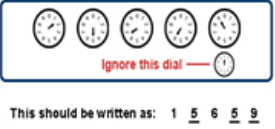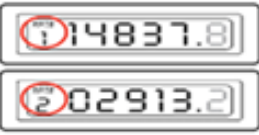**customerservice**
@robinhoodenergy.co.uk

Web:
www.robinhoodenergy.co.uk

Post:
Robin Hood Energy, PO Box
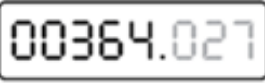**10461, Nottingham, NG1 9JS**

A guide to help you take an accurate meter reading

If your meter doesn't look like any shown below, or you need more help, please don't hesitate to get in touch.

How to read your electricity meter

	A single rate digital meter - will have an electronic or digital display. You only need 5 numbers shown left to right for a reading. Ignore the last number(s) shown in red.
	Dial electricity meter = write down the number the pointer is either pointing straight at or has just passed on the first 5 dials (marked 0-9) from left to right. This will usually be the lower of the numbers either side of the pointer (if the pointer is between 9 and 0 then you'll need to write down 9). Ignore the dial marked 1/10 - this is usually in red.
	Two rate meters only have one digital display. They will either flash up the different rate readings in a cycle or have a button that you need to press to make the display cycle through the readings for the different rates. The 5 numbers shown left to right are the numbers you need for both readings - ignore the number(s) after the decimal point which may be shown in red.
	Lower price, off-peak = your meter may have two rows of numbers. The top row (marked low or night) shows how many units of off-peak electricity you've used. The bottom row (marked normal or day) shows how many units of peak electricity you've used. To read the meter, read both the top and bottom rows: write down the numbers shown left to right. Ignore the last number(s) which may be shown in red.

How to read your gas meter

	A digital metric meter = shows five numbers then a decimal point, followed by some more numbers. Write down the five numbers shown from left to right. Ignore the numbers after the decimal point, sometimes shown in red.
	Imperial meter = the 4 numbers shown from left to right are the ones you need to write down. Ignore the number(s) shown in red.
	Imperial dial meter = note down what's displayed on the first 4 dials (marked 0-9) from left to right along the bottom row only. Write down the number the pointer is either pointing straight at or has just passed -- this will usually be the lower of the numbers either side of the pointer (if the pointer is between 9 and 0 then you'll need to write down 9).

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Getting more help

Finding it difficult to access or read your own meter? You may be eligible for free help via the Priority Services Register. This is for people of pensionable age who are registered disabled, have a hearing or visual impairment, or have long term ill health. To find out more, please call us - **0800 030 4567**