



William Jaap  
152 Russell Drive  
Ayr  
Ayrshire  
KA8 8JS

02 January 2026

**Top-up code**

Gas: 9826027201028266460

Electricity: 9826027202028267482

**Congratulations! Your supply will soon be switched over to E**

Dear William Jaap,

Supply Address: 152 Russell Drive Ayr Ayrshire KA8 8JS

We are pleased to confirm that your gas and electricity supply will be transferred over to E on Monday, 5 January 2026.

We have enclosed your new top-up cards which you should use from your supply start date to benefit from your new E tariff, in the meantime, we would ask you to run any existing credit on your meters down so you have little or none remaining on this date. It is important, however that you top-up or activate your emergency credit before the end of friendly credit hours at 10am on your supply start date to avoid going off supply.

You can top-up from the comfort of your home via:-

- ✓ our MySmartE App from the App Store or Google Play
- ✓ our website - [www.e.org](http://www.e.org)
- ✓ text message 07366 321450; you must first register your mobile number and payment details online.

You can also top-up at any PayPoint outlet.

If you do not have your top-up cards, you can still top-up by using your personal top-up codes which you will find at the top of this letter.

Should you need any further information, please visit our website [www.e.org](http://www.e.org) or contact our Customer Service Team on 0333 103 9575 Monday to Friday 8am - 7pm or Saturday 9am - 5pm. Alternatively, you can email us at [customer.service@e.org](mailto:customer.service@e.org) or complete the 'contact us' section of our website.

Yours sincerely,

*The Team at E*

~~Raymond Baker~~

Certified to be a true copy of the original document and a true likeness of the client.  
Name: Raymond Baker FCA No: RVB00005

Signed: \_\_\_\_\_

Date: 10/8/2026