ScottishPower

YOUR ENERGY ACCOUNT

14th November 2025

Electricity account number
1614 8109 638

v6.6_ADHOC_Z387_05112025

04964 0000049 0002 E 30700

Mary Speirs
2/2
31 DRYGATE
GLASGOW
G4 0XY

Supply Address: 2/2 31 DRYGATE GLASGOW G4 0XY

It looks like your Pay As You Go (PAYG) electricity meter may be off supply

Dear MS MARY SPEIRS

We've noticed that you haven't used any electricity in your home recently. We want to make sure that you know how to top up your PAYG electricity meter, and check there is no meter fault or difficult change of circumstances.

To keep your electricity supply on, you will need to top up your meter. You can do this at any PayPoint, Post Office or Payzone outlet. For more information on how to top up and for further help, please read the additional information below.

Help and support with your payments

If you're struggling to purchase credit, or your circumstances have changed, please call us on **0345 270 0700**. We understand that there may be a number of reasons why you haven't been able to top up and we want to help you as quickly as possible.

We're open Monday to Friday 9am - 5pm. You can also get in touch via webchat, which is the quickest way to contact us.

Important information

Please have your latest meter reading and meter serial number when you call, so we can help you efficiently.

Thanks for being a ScottishPower customer.

Action required

Top up your meter

Ways to make a payment towards your balance:

Call us on freephone:
0800 634 0010

See overleaf for further information on Ways to pay and top up

Here to help

For further support:
scottishpower.co.uk/payg

Webchat at
scottishpower.co.uk/**getintouch**

0345 270 0700

Monday to Friday: 9am - 5pm

1/4

ScottishPower Energy Retail Limited
Registered Office: 320 St. Vincent Street, Glasgow G2 5AD
Registered in Scotland No. SC190287. VAT No. GB 659 3720 08
scottishpower.co.uk