

Your customer reference number

Electricity:

A29569555

Supply address:

3
MURRAYFIELD GARDENS,
STRANRAER
WIGTOWNSHIRE
DG9 7NL


Scottish Gas



99600/00001
0000008


Catrina Rowan
3
MURRAYFIELD GARDENS
STRANRAER
WIGTOWNSHIRE
DG9 7NL

Date:

15th May 2026

Reference:

BG/PAY/OSC/REACT_POST/DM

Checking that you're OK

Hello Catrina Rowan

We've noticed that you haven't topped up your meter recently. So we're just checking in to make sure everything's OK.

If any of your details have changed, please let us know

If you don't live at this address anymore, or no longer need a prepayment meter for Electricity - please get in touch at [scottishgas.co.uk/contact us](https://scottishgas.co.uk/contact-us) or call us on 0800 294 8604.

Why you're getting this letter

As you haven't topped up lately, we're worried that you may have run out of energy. You may not have noticed this straight away, as provided there's credit on the meter before 6pm that day, your energy supply won't turn off between 6pm and 9am.

If you're aware of this and everything's fine, please ignore this letter.

But if you're having problems topping up your meter, you can find lots of useful information on the help and support pages of our website. Visit scottishgas.co.uk/manualtopup

Help with your energy

If you need help paying for your energy, there are a number of ways we can help you. Go to scottishgas.co.uk/payhelp to find out more.

Save energy, save money

There are lots of ways you can lower your energy costs and help the planet. Go to scottishgas.co.uk/energysaving for our tips.

