



Stacy Lunnon &lt;stacyl@pensionpractitioner.com&gt;

---

**RE: Utilita has received your email**

2 messages

---

**Dave Curran** <dtc@newgateprojects.co.uk>  
To: Customer Services <customerservices@utilita.co.uk>  
Cc: "esther@pensionpractitioner.com" <esther@pensionpractitioner.com>

12 December 2019 at 13:59

Dear Sirs

I have now received the updated bills for Carlton House.

These show that we are £1706 in credit for electricity and £47 in credit for gas up to the end of November 2019.

How do you propose to credit these sums?

I can forward the bank details to allow a payment to be made.

I have already on two previous occasions asked for the services to be terminated, but not yet had a confirmation.

Regards

David Curran

---

**From:** Dave Curran  
**Sent:** 06 December 2019 16:09  
**To:** Customer Services  
**Subject:** Re: Utilita has received your email

I have today received a final demand from yourselves over the £33 latest bill.

I have sent you the latest meter readings as the office is now empty and we are £900 in credit on the gas bill.

Can someone please remove the final demand from the system and reissue the correct bills please?

Regards

David Curran

Sent from my iPhone

On 28 Nov 2019, at 14:56, Customer Services <customerservices@utilita.co.uk> wrote:

**Thank you for your enquiry**

Your enquiry has been logged and assigned to a Utilita Customer Services Advisor, we endeavour to respond to all correspondence within **5 working days of receipt**. If you have placed an order for replacement cards or equipment, this will be dispatched on the next working day.

Sending us your enquiry via our online Customer Service Form is the quickest and most effective way to resolve any issue, problem or question, as we are able to filter your enquiry to the right department quickly. Rest assured your enquiry has been logged for response, so there is nothing more you need to do at this stage.

Should you require urgent resolution of an enquiry, please call our Customer Services Team:

**Customer Services**

03303 337 441 (Opening hours are: 8am & 8pm Monday-Friday)

**Emergency Line**

03452 068 999 (Opening hours are: 8am & 10pm everyday)

**Wanting to Top Up (24 Hour Line)?**

03452 068 333 (Minimum Top Up of £5 required)

**Calling from a Mobile?**

General Enquiries: 01962 397 097

Emergencies: 01962 397 006

**Reading Your Meter**

Free Meter Line: 03452 093 750

This email is a 'No-Reply' address, if you need further assistance please contact Customer Services on the numbers above.

We will be in touch with you as soon as possible.

Kind regards

Utilita Customer Services

.

\*\*\*\*\*

Utilita Services Limited internet e-mail disclaimer

This e-mail and any files transmitted with it are confidential and may be protected by legal privilege. If you are not the intended recipient, please notify the sender and delete the e-mail from your system. This e-mail has been scanned for malicious content, while we make every effort to prevent the transmission of any viruses, the internet is inherently insecure and Utilita Services Limited cannot accept any liability for the integrity of this message or its attachments. No employee or agent of Utilita Services Limited or any related company is authorised to conclude any binding agreement on behalf of Utilita Services Limited or any related company by e-mail. All e-mails sent and received by Utilita Services Limited are monitored to ensure compliance with the company's information security policy.

\*\*\*\*\*

## Customer Services

M 0345 207 2000

customerservices@utilita.co.uk | <https://www.utilita.co.uk>

Hutwood Court, Bournemouth Rd, Chandler's Ford, Eastleigh SO53 3QB

---

Registered address: Utilita Energy Limited, Hutwood Court, Bournemouth Road, Chandler's Ford, Eastleigh SO53 3QB  
Registered in England & Wales No: 04849181. VAT No: 823 8184 22. Regulated by Ofgem

The information in this e-mail is confidential and may be legally privileged. It is intended solely for the addressee. Access to this e-mail by anyone else is unauthorised. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. Virus: We have taken steps to ensure that this e-mail and any attachments are free from any virus. However, we advise that the recipient should ensure that they are actually virus free.

---

**Dave Curran** <dtc@newgateprojects.co.uk>

12 December 2019 at 14:09

To: "esther@pensionpractitioner.com" <esther@pensionpractitioner.com>

Cc: "Simon - The Lost Coin (simon@thelostcoin.co.uk)" <simon@thelostcoin.co.uk>

Esther,

See bills referred to.

We don't have a direct debit still in place do we?

Regards

Dave

[Quoted text hidden]

---

**3 attachments**



**DOC022.pdf**  
649K



**DOC021.pdf**  
1106K



**DOC023.pdf**  
78K