
 **West Mercia Energy Customer Services**  
to me 

14:00 (2 hours ago) ☆



Dear Customer

We have been made aware by our supplier that National Grid have recently received reports of individuals pretending to represent National Grid Metering. The callers may use a number of claims justifying the call, one being that their gas meter is faulty and as such they require meter readings, additional contact information and the customer's bank account details.

National Grid Metering will only ever contact gas consumers to confirm and/or agree metering related appointments, in or around their property. They will never ask for, or request, any personal information unnecessary for metering activity. Scam-Callers are known to use the following number '0800456789' but may also use other numbers.

Please pass this message on to anyone in your organisation who may need to be aware of this matter. The advice from National Grid Metering for anyone who receives such calls is to report them to [https://www.actionfraud.police.uk/report\\_fraud](https://www.actionfraud.police.uk/report_fraud)

If you ever have any doubts about the credibility or legitimacy of any person calling you in regard to your energy supplies, you have the right to refuse anything they are offering to you. In such cases WME are always happy if you wish to check with us the names of any companies you receive calls from, and we can advise whether these are companies that work with us and our supplier to deliver services to our customers.

Should you wish to discuss this further please do not hesitate to contact us.

Yours faithfully

**WEST MERCIA ENERGY**

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