*Name of organisation you are writing to*

*Their address line 1*

*Their address line 2*

*Their address line 3*

*Their address line 4*

*Their post code*

Date: *today’s date*

Dear Sir/Madam

**Account No:** *Your account or reference number*

**Type of supply:** *Electricity/gas/both electricity and gas*

I am writing because I am unable to pay what I owe all at once.

I understand that I owe:

£*amount* for our electricity;

£ *amount* for our gas.

Ofgem requires energy suppliers to consider customers’ circumstances and ability to pay when agreeing a debt-repayment plan.

I ask you to agree a new repayment amount of £*enter amount per week/month*.

*Include a paragraph outlining the special circumstances you have that you want the energy supplier to take into account.*

I enclose a copy of my budget sheet which shows that this is all I can afford.

Please confirm in writing within 10 working days your acceptance of my new repayment amount, including any other information you feel would be helpful to me (for example, energy efficiency information or any charitable organisations that can assist).

Please note, I have registered with the Vulnerability Registration Service ('VRS'). This is because I feel I need to ensure that those organisations with which I have a relationship can be aware of my current circumstances.

I look forward to hearing from you.

Yours faithfully

*Include your full name*