



Phoning the energy company - answers

1. Which options should Ana choose when she phones the energy company?

Correct answers: when Ana phones the energy company she should make these choices:

- choice 1, **option 1** - existing customer
- choice 2, **option 3** - moving house

2. What important information does Ana need to have available?

Correct answer: the important information Ana needs to have available is **her customer reference number**.

3. Where can she find her customer reference number?

Correct answer: she can find her customer reference number **at the top right corner of her bill**.