

Connecting your Gas and Electricity

When you move into your Eastlands home you can choose the company you want to supply you with gas and electricity. The same company can supply both gas and electricity or you can choose two different companies.

It is important that you try to find the company that will offer you the best price and the best level of service. Eastlands Homes will help you to find out which company supplies gas and electricity to your home. It is up to you if you want to change to another supplier.

How do I know who supplies my gas and electricity

When you first sign your tenancy agreement for your new home we will contact the Meter Point Advisory Services (MPAS) to find out who supplies the gas and electricity. We will tell you who the supplier(s) is and give you your meter readings.

You will need to contact the supplier and give them your name, address, confirm the date you moved in and meter readings.

They will

- Set up an account in your name and agree how you will pay.
- Send you a welcome pack - it will confirm your account number, the date you moved in, your meter reading(s), how they will bill you and how you will pay your bill. It will also have contact numbers and other general information.
- Arrange for a pre-pay meter to be fitted if you request one.

How do I change supplier?

If you wish to change your supplier you should contact the company you wish to use and they will tell you what you need to do. If you want advice you should contact "Energy Watch". They are an independent gas and electricity watchdog providing free and impartial advice.

You can contact "Energy Watch" on 08459 06 07 08. If you are deaf or hard of hearing and have access to a Minicom call them on 18001 08459 06 0708. You can also visit their website: www.energywatch.org.uk

How do I pay my electricity or gas bills?

There are a number of different ways you can pay. Most companies accept payment by cash (at the post office or bank), cheque, direct debit, standing order, prepayment meter, credit or debit card or by payment cards at regular intervals.

If you have a pre-pay meter you will need to top up your card at a PayPoint outlet or Post Office and tell the cashier how much you want to put on your card. The cashier will add the required amount to your card and you can swipe the card in your machine at home. Your supplier will tell you how to use your prepay meter when you set up your account.



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Contacting **Eastlands Homes: Call Eastline (0161) 274 2390, 8.00am – 5.30pm weekdays**

Write or visit: Eastlands Homes, Eastlands House, Victoria Street, Openshaw, M11 2NX

Reception open 8.45am – 4.30pm weekdays

Fax (0161) 274 2133 • **email: eastline@manchester.gov.uk** • www.eastlandshomes.org

Useful telephone numbers

Energy Watch 08459 060708 /
18001 08459 060708
(Minicom)
www.energywatch.org.uk

Meter Point 0870 751 0093 (electricity)
Advisory Service 0870 608 1524 (gas)

Eastline 0161 274 2390

Pay Point outlets near you

Maz News
19 Newcombe Close, Manchester M11 3TF

Nats Off Licence
585-587 Ashton New Road, Manchester
M11 4EA

Notes

Use this space to make notes about your suppliers

Gas

Date of reading:

Meter Reading 1:

Meter Reading 2:

Meter reading combined (1+2):

Current Supplier:

Chosen Supplier:

My PrePay meter will be fitted on:

Quix Old Lane

33 Old Lane, Manchester M11 1BE

Spar

857 Ashton New Road, Manchester M11 4PA

Malik Premier Store

1168-1170 Ashton Old Road, Manchester
M11 2NG

Post Office outlets near you

Beswick

15 Chaddesley Walk M11 3SW

Clayton

627 Ashton New Road M11 4RX

Higher Openshaw

1302 Ashton Old Road M11 1JG

Electricity

Date of reading:

Meter Reading 1:

Meter Reading 2:

Meter reading combined (1+2):

Current Supplier:

Chosen Supplier:

My PrePay meter will be fitted on:

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