

Billing and Payment

Who supplies electricity and gas to the home?

To find out who supplies a home with electricity or gas contact the following companies:

Electricity:

- for Southern Scotland **0845 270 9101**
- for Northern Scotland **0845 026 2554**

Gas:

- for Scotland **0845 601 3048**

What next – setting up an account?

First, phone the electricity and/or gas supplier with the meter readings. The previous tenant might not have given a final reading and it's important to make sure that the new tenant's bills are accurate right from the start of their tenancy. If the home already has a prepayment meter, ask the supplier to ensure that any debts outstanding from a previous customer are cleared from the meter.

If the householder wants to change their supplier, they do not usually need their landlord's permission, but it may be advisable to check first because some landlords have contracts with suppliers.

Changing energy supplier can be one of the easiest ways to save money, but it is worth shopping around for the best deals – that includes asking the current supplier whether the bill payer is on the best tariff they offer. There are many different tariffs to choose from. If there is access to the internet, try using one of the independent price comparison websites. These list most of the tariffs available. Online deals are often amongst the cheapest. If the householder's new home has both electricity and gas, they should consider buying both fuels from the same supplier ('dual fuel'), because they may get a further discount. Alternatively, ask for independent price factsheets from Citizens Advice (formerly Consumer Direct).

For access to approved comparison websites:

<http://energyapps.consumerfocus.org.uk/price>

For factsheets:

Citizens Advice **08454 04 05 06**



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

The householder must keep a note of their meter readings during the transfer process to ensure they are billed correctly by both their existing and new supplier(s). See more on Switching in Factsheet I.3 Tariffs and Switching.

However, if the householder has a debt of more than £200 with their current energy supplier that has been outstanding for 28 days or more it may prevent a transfer.

How to pay for fuel

There are several different ways to pay for electricity and gas. It is important to choose the method of payment that suits the householder's circumstances – there are difficulties as well as benefits associated with all payment arrangements.

See more on each in the Factsheets in Chapter II. Paying for Energy.



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*