

### REF: 505 MOVING HOME AND FUEL SUPPLY

#### METER READINGS

Notify fuel suppliers immediately on change of occupancy, whether moving in or out. Supply a meter reading, in writing or by telephone, and keep a copy as a safeguard.

#### BILLING

New customers should notify their fuel supplier if no bill arrives within 3 months. Remember, if there is a delay with the bill being sent out, all fuel used must nevertheless be paid for. If you fail to contact a supplier and set up an account you may be charged at a deemed tariff rate that is generally more expensive than normal domestic tariffs.

#### ESTIMATED BILLS

Where there is no access, postcards requesting a meter reading should be returned within 7 days or you can give the supplier a meter reading over the telephone.

If you do receive an estimated bill always check it with the meter reading. If it is not accurate, even if it is underestimated, complete the back of the bill with your present meter reading and return it or give the actual reading by telephone. **Tenants should contact their landlord, not the fuel supplier, for a meter box key if there is no access to read the meter.**

#### PAYMENT DIFFICULTY

If there is difficulty paying a bill, contact the fuel supplier immediately to arrange a payment plan. Inform the fuel supplier of any special circumstances which exists e.g. if you are on a low income, if someone is ill, unemployed or there is an elderly person in the household. They will not be aware of any problems until you tell them

If coming off the Benefit Agency Fuel Direct scheme request a statement of current fuel debt or credit from the fuel supplier and agree on another payment method. **Remember payment plans need to be realistic so you can stick to them**

#### PREPAYMENT METERS

If you have a prepayment card meter **NEVER** use a friend, relation or neighbours card to buy your meter cards. If you do this, a debt will build up for you, as the fuel company will have no record of you purchasing meter cards. If you buy meter cards from someone else, this payment will not be recorded against your reference – it will be recorded against their reference number. Instead it will result in a debt build up for your meter, as units used will appear unpaid. Also, when moving house and you already have a plastic reference card for the old address, **do not use** this card to purchase meter cards for the new address. Cards bought will be credited to the old house and a debt will build up at the new address. If you have a gas quantum/card meter you need a new gas charge card when you move house.

**Notify the fuel supplier immediately if anything unusual is noticed with the meter. It may be unsafe, e.g. if it is broken or has been tampered with.**

#### Mission Statement

SCARF aims to work through partnership to promote sustainable use of energy, eradicate fuel poverty and create sustainable employment and training opportunities.

#### Core Objectives

- + To provide free impartial and accessible energy efficiency advice and information services to help save energy, save cash and help save the environment.
- + To encourage investment in energy efficiency and renewable energy measures and grant take up for property improvements to achieve affordable warmth.
- + To create sustainable employment and training opportunities.

#### SCARF Provides

**One Stop Energy Advice Shop offers free impartial advice and information:**

- + Energy efficiency in the home, business and the community
- + Renewable energy in the home, business and the community
- + Grants for loft and cavity wall insulation
- + Grants for draughtproofing
- + Grants for central heating
- + Grants for heating energy installations
- + Paying for fuel and fuel suppliers
- + Choice and operation of heating and hot water systems

#### SCARF also offers:

- + Home visits
- + Home energy checks
- + Presentations and informal training
- + NVQ and City & Guilds Qualifications

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INVESTOR IN PEOPLE

