

My property has a PRE-PAYMENT METER

Both gas and electric meters can be used with either a pre-payment card or a key.

Please follow the steps below to register your details with the energy company.
This will make sure that your meters are working and that you are not paying off someone else's debt on the meter.

STEP ONE

Take your meter readings

Gas Electricity

Date Date

STEP TWO

Ring your current suppliers

(Freebridge advisor to complete information below)

Current Gas supplier is

Telephone number to call is

Current Electric supplier is

Telephone number to call is

STEP THREE

They will need the following information:

- Your name
- Address and postcode
- Date tenancy started
- Meter readings for all meters *(Gas and Electric)*

If you need help to read the meter then your supplier can tell you how to do this.

STEP FOUR

To buy gas or electric you will need a top up key/ card.

If there is no top up key/card for the meter ask the supplier to send one to you or tell you where you can collect one from.

STEP FIVE

If there is a debt on the meter, tell the supplier you want it cleared. This will make sure that you do not take over any debt from the previous tenant. If the debt cannot be cleared, your energy supplier may be able to refund any money you spend to clear the previous debt. *(You will need to keep your receipts)*



STEP SIX

When you have your gas and electric top up key/ card you will need to register these in the meter. To register them insert each into the meter and then remove. Then take them to your nearest pay point to top up. *(These are normally in local shops or supermarkets)*



STEP SEVEN

FOR GAS ONLY – when you have completed all the steps above
Call Freebridge on 03332 404 444

We will arrange an appointment for the gas to be uncapped within 24 hours of your call. You will need at least £5 credit on the gas meter and at least £5 credit on the electric meter.

You will not be able to use your gas until your gas and electric supply has been confirmed. You will be charged for the uncapping appointment if:

- any of the above steps have not been completed
- there is no access to the property for the appointment to uncap the gas
- there is not a supply of gas at the property when the engineer visits.

You can change your energy provider if you want to do this. It will normally take around 28 days to transfer to the new energy provider so you will need to pay the current supplier until this happens.

If you would like any more information about changing supplier then please contact:

Chloe Schroeter our Energy Advisor, on 03332 404444
or email chloe.schroeter@freebridge.org.uk