



Impact Housing Association. Setting up accounts with Gas, Electric, Water and TV Licensing.

When you accept an Impact property and sign a tenancy, it is important that you get the gas, electric and water supplies in your name so you will receive regular bills; make sure that if you have pre-paid meters you are not paying for the previous tenant's debt when you top up and to make managing your money more effective. Also all householders must have an up to date TV license.

Gas and Electric – British Gas and Impact.

Impact works with British Gas to manage energy supplies when properties are empty. This means that in most cases, when you move in to your new home, the supply will be with British Gas for both the Gas and Electric and they will know you are the new tenant and the supplies should then be automatically put in your name. Also if you have a prepayment meter the debt will be cleared and you will have a small credit on both. Once you have moved in, you are free to shop about and change suppliers and we always encourage this as you can save hundreds of pounds each year

In a few cases this will not have happened and so at the sign up, you will be advised if the supply is not with British Gas. If this is the case, then you must find out who the suppliers are and contact them to set up the supply in your name

- Even if you have a card or pre-payment meter, you still need to set up an account.
- Before contacting suppliers to set up accounts, make sure you have your full address and postcode and any meter readings to hand.
- Use a landline phone if possible as calls can take a long time and some numbers are free phone.

Gas

- To find out who your supplier is phone the Meter Point Administration Service on 0870 6081524. When they confirm the supplier, they will give you a telephone number to contact the supplier – please have a pen and paper handy
- Then call the supplier and they will take some details and put the supply in your name. If you have a pre-payment meter they will advise where your

- local shop is that supplies cards and also they will give a reset code and advise what to do. Again have a pen and paper handy
- If you want to change to a standard meter or to a pre-payment meter, you will need to ask the supplier and arrange an appointment with them.

Electric

To find out who your supplier is phone Electricity North West on 0800 195 4141 – option 4. This call is free from a landline. When they confirm the supplier, they will give you a telephone number to contact the supplier – please have a pen and paper handy

Then call the supplier and they will take some details and put the supply in your name. If you have a pre-payment meter they will advise where your local shop is that supplies cards and also they will give a reset code and advise what to do. Again have a pen and paper handy

If you want to change to a standard meter, you will need to ask the supplier and arrange an appointment with them.

Water

There is only one supplier in the North West – United Utilities, so please call them on 0345 026 7661. This is a lo call number and may be free with some mobile phone networks

Before contacting North West Water to set up accounts, make sure you have your full address and postcode and any meter readings to hand if you have a water meter.

TV License

This is your responsibility and all households must have a television license – So please contact TV Licensing on 0300 555 0286

SWITCH AND SAVE MONEY

Impact always recommends that you shop around for the cheapest Gas and Electricity deals. By spending a few minutes on one of the energy switching websites, you can save hundreds of pounds each year by switching who supplies your gas and electric. So make sure that you do this at the start of your tenancy. There are lots of good sites that are easy to use and if you do not have access to the internet or just are not sure what to do, let your coordinator know at sign up and we will make an appointment for you to come into one of our hubs – or we will look at this in your home at the tenancy follow up visit. It makes sense

**IF YOU ARE NOT SURE ABOUT ANY OF THIS PLEASE CONTACT YOUR
COORDINATOR STRAIGHT AWAY OR CALL OUR MAIN NUMBER
03448736290**