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Find your Energy Supplier

You will be informed which company supplies the electricity and gas (if your home has gas) when you move in to your Osprey home, but if you need to check, here's how:

Gas: can be checked on www.findmysupplier.energy

Electricity – you will need to call SSE's MPAS service on **0345 026 2554**

Meter types

Meters will be either pre-payment (you pay for energy in advance, like a pay-as-you-go phone) or credit (you get regular bills, or pay by direct debit), however smart meters can switch between these modes.

Pre-payment meters

- Have a card for gas and a 'key' for electricity
- You will need to visit a shop to top-up your energy
- Try to stick to a regular top-up, even through summer, so you have some credit for winter when you use more energy
- Can help with budgeting, but sometimes will cost more per unit of energy than a debit meter - you can ask your supplier to switch to a debit meter if you'd rather



Credit meters

- You will pay for energy with quarterly bills, or a monthly direct debit payment
- It's important to provide regular meter readings when requested, and check your bills are not based on estimated readings. This will prevent you paying too much or too little.

Smart Meters

- Can switch between pre-payment and credit mode – speak to your supplier to switch modes
- Have a payment card, payments can be made in a shop, online, via an app, or over the phone
- Provides meter readings to your supplier automatically so bills will always be accurate
- The 'in-home-display' unit can be customised to show daily, weekly or monthly energy costs, and can be used to set a budget
- If you do not have a smart meter, you can contact your supplier to request one
- These meters rely on a mobile phone signal to communicate with the supplier, so may not work in some rural areas – this will be tested when your smart meter is installed.



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Dual meters

- If you have storage heaters, you will not have a gas meter, but you will have 2 electric meters
- Your energy supplier charges one meter at a cheaper rate, this cheaper rate is only available at certain times (usually overnight, but may have periods during the day), and this meter is usually only connected to heaters, and your hot water cylinder
- Your other meter powers all other appliances in the home, and is charged at a higher rate
- Check with your supplier which tariff you are on, it will usually have a name like Total Heat Total Control, Economy 7, or something similar. The times of the cheaper rate electricity will vary depending on the tariff and supplier



Switching Suppliers

- There is no obligation to stay with the energy supplier in place when you move in, we recommend you have a shop around to see if you can get a better deal elsewhere. You should also compare prices if you have been with the same supplier for a long time.
- Guidance on how to switch and a list of ofgem approved comparison sites can be found here:
www.ofgem.gov.uk/consumers/energy-guides
- if you would prefer to switch over the phone, Citrus Switch are a not-for-profit organisation that will guide you through the whole process for free, you can call them on: **07973 847 981**

Buying Oil

- If you have an oil boiler, you are responsible for filling your tank. You should have an electric gauge to display how much oil is left in the tank.
- To soften the blow of paying to fill your tank once or twice a year, if you can, try to put away some money monthly.
- When and how much you buy can make a difference, oil tends to be cheaper in summer, and if you buy a larger amount (coordinating deliveries with a neighbour or joining a local fuel club can help). But don't leave it too last minute – if you need an urgent order it will cost more!
- Comparison websites for oil are available for oil, a guide to getting the best price can be found here:
www.moneysavingexpert.com/utilities/cheap-heating-oil/

