

# TENANT WELCOME PACK

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SAVING YOU TIME, MONEY AND EFFORT

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## Getting Started

We work with **Rural Stirling Housing Association** to ensure that your Electric and/or Gas supplies are in working order for you from when you move into your new home!

## What you need to do now!

### Your energy supplier is **British Gas**.

You will need to contact them to register your home move, set up your account, and provide them with your meter readings.

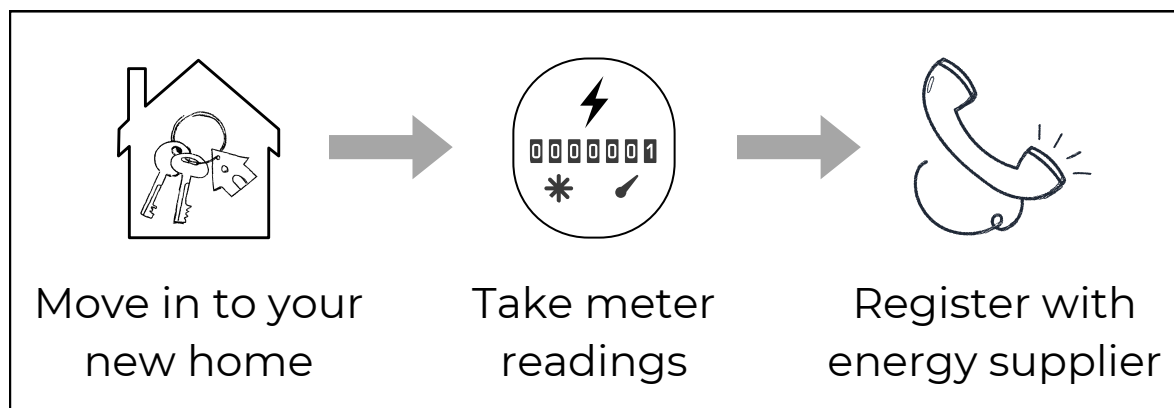
For prepayment meters, call **0330 100 0303**

For classic credit, call **0330 100 0056**

For the new energy platform, call **0330 808 3880**

Alternatively you can register your home move online:

[www.britishgas.co.uk/discover/home-move](http://www.britishgas.co.uk/discover/home-move)





## Priority Services Register

The **Priority Services Register (PSR)** is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity or gas supply.

You can register if you:

- Are over 65
- Have a disability or long-term illness
- Rely on medical equipment in your home
- Families with children aged 5 and under (less than 6 years old)
- Have gone through a recent bereavement, break-up or job loss
- Are recovering from a hospital treatment
- Are living independently for the first time

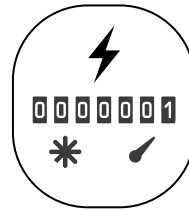
## British Gas' Priority Services Register

- If you're a credit customer, please call **0800 0728 625**  
(Monday to Friday, 8am to 6pm & Saturday 9am to 2pm)
- If you're a Pay As You Go customer, please call **0800 294 8604**  
(Monday to Friday, 9am to 5pm)
- Or visit [www.britishgas.co.uk/priority-service-register/psr-form](http://www.britishgas.co.uk/priority-service-register/psr-form)

# TYPES OF METERS



If you have a **prepayment meter**, you pay in advance using your meter key or card at a Pay Point shop.



If you have a **credit meter**, you consume electricity/gas first and settle the payment later when you receive your bill from the energy supplier.

Bills can be paid via direct debit, cash or cheque.  
You can discuss your preferred payment method further with your energy supplier.

With a **smart meter**, you have the flexibility of both payment options, and your supplier can remotely communicate with and connect to your meter.



Additionally, you should receive a helpful In-Home Display, allowing you to monitor your real-time energy usage and enhance awareness of your consumption patterns.

## Where can you find your meters?

If you live in a house, the energy meters should be situated within a designated box on either side of the house or positioned on the ground in close proximity to the house. There may be instances where the meters are located indoors, though this is unusual.

If you live in a flat, the meters are typically grouped within a communal area. To gain access to your meter box, you will need a meter key. If there isn't one in your residence already, these keys are both affordable and readily available for purchase at various DIY stores.

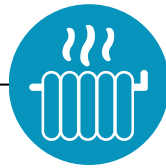


# ENERGY SAVING TIPS



## Read your Electricity & Gas bills

Taking the time to read your bills can help you see how much energy you're using. Always try to give regular meter readings to your energy supplier, to ensure you receive accurate bills.



## Control when you use your heating

Utilise your programmer or thermostat to schedule heating and hot water for convenient times, as settings may be currently tailored to the previous occupant's needs. Adjusting the room temperature to between 18-21 degrees is also recommended. If your radiators have a numbered heat valve, you can adjust them to suit each room.



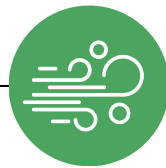
## If you're not using it... turn it off

Seems obvious but turning off your lights when you're not in the room and making sure that you don't leave devices on standby can save you £55 a year.



## Save when you shower

Spending just 1 minute less in the shower can shave money off of your energy and water bill each year. Do you leave your shower running to get warm? By leaving showers running, you will be increasing your bills.



## Draught proofing

The Energy Savings Trust says draught-proofing your home to block unwanted gaps that let cold air in and warm air out, means you'll use less energy to heat your home. You'll save money as well as make your home snug and pleasant.



## Do your clothes wash on a lower heat

Reducing your washing loads by one or two a week, ensuring the machine is fully loaded each time, and washing at 30°C can lead to savings of £27 per year.



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# TAKE CARE

Don't forget to call **British Gas** to register your move in and provide them with meter readings.

If you need help or have any questions regarding the information above. Call us on **01733 646253** or email us on **[info@greenenergyswitch.co.uk](mailto:info@greenenergyswitch.co.uk)**



[www.greenenergyswitch.co.uk](http://www.greenenergyswitch.co.uk)

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