

Energy Efficiency

The Home Energy Efficiency Advice Service offers a free service to help you keep your home warm and reduce your heating bills.

This service is open to everyone. You will get heating advice, low energy light bulbs, energy saving tips, and a thermometer, all free of charge. Also, you will be given contact details for any other local agency that will be able to help with your fuel bills, such as local energy advice services.

A locally based, qualified energy champion will come to your home and discuss your fuel use and heating bills, to help pinpoint areas where savings can be made. All energy champions have photo id, and will come at a time that suits you.

For more information about the Home Energy Efficiency Advice Service or, to arrange a home visit for you, contact the Association at the usual address.

If you do not receive energy bills, please contact your providers.

Advice to New Tenants

Getting Started with Electricity and Gas



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Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213
Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130
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Before you move in, there will already be an energy company supplying gas and electricity to your home. You must firstly find out who supplies each for your home.

Electricity

Call MPAS - 0845 2709101

Please give your address including postcode, and you will be provided with your supplier and meter reference number.

Gas

Call Gas Automated Supplier Line - 0870 6081524

Please give your address including postcode and you will be provided with supplier and meter reference number.

Now you must contact your supplier and register as the new tenant, please take meter readings as soon as you move in and note them down before contacting, as you will be asked for them. These readings will be recorded by your supplier and it is useful to keep a note of these for your own records. This proves what the meter was at when you moved in (hence you are only paying for the power you use).

The supplier will also take full contact and tenant details in order to set up an account.

Meter Types Electric and Gas

Dry - You receive a bill or pay direct debit monthly/quarterly etc

Powercard - Pay as you use, top up at paypoint

Key/Token - Pay as you use, top up at paypoint



Your home will have one of the above types of meters, please discuss with your supplier how to use your meter. If you feel a different type of meter would suit you better, discuss this with your supplier and you will be able to change the meter according to your preference, they will provide details on doing this.

Please note - You are able to change your supplier to any energy company, you may wish to have the same supplier for electricity and gas, this is your choice. However for moving in you must register with who **currently** supplies the property first, then after initial set up, you are able to change.

Useful Numbers

British Gas/Scottish Gas

Gas & Electric

Moving Home - 0800 048 0202

Gas & Electric (Prepayment)

Moving Home - 0800 048 0303

Scottish Power

Moving Home

Phoning from landline - 0800 027 0072

Phoning from mobile - 0345 270 0700

Scottish Hydro Electric

General Enquiries

Gas & Electric - 0800 980 8754

npower

Moving Home - Gas & Electric

Phoning from landline - 0800 316 8558

Phoning from mobile - 0330 100 8658