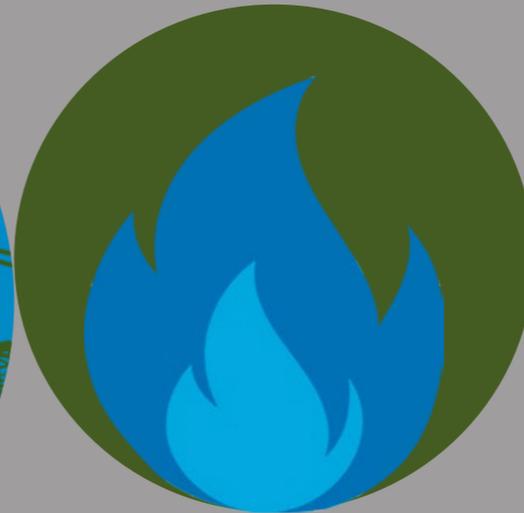


# All you need to know about **electricity** and gas in Scotland



For help with your  
electricity and gas  
at home, drop in to  
**South Seeds' office**  
at **514 Victoria Road**

[www.southseeds.org](http://www.southseeds.org)



- The more electricity and gas you use, the more you will have to pay. The easiest way to save money on your electricity and gas costs is to **use less**.

- Heating is probably your biggest cost** so only have the heating on when you need it.

- From the day you move in to a new property, **you are responsible for paying for electricity and gas**, even if the bills are not in your name. If you register your name with the companies which sell you electricity and gas, you will not be sent letters for any unpaid bills for the people who lived in the property before.

- Even if you have a key or card meter (known in the UK as a prepayment meter), you still need to **register to avoid paying someone else's debt**.

- When you move in to a property** you should take a photo or write down the numbers on your electricity and gas meters so that you only pay for the energy you have used since living there. This is called '**taking a meter reading**'. Taking regular meter readings and providing these to your electricity and gas company lets you monitor how much you are using and only pay for what you use. This can be particularly important when something goes wrong and you need to communicate with the companies which sell you electricity and gas.

- If a bill for your electricity or gas is too much, you can **contact the company which sells this to you and ask to set up a plan** for paying the bill, so your supply is not stopped.

- You do not need to purchase your electricity or gas from the company that already supplies the property, **you can switch to a different supplier** and if you search online you may well find a cheaper supplier.

- There is a **daily charge for electricity and gas**, called the **standing charge**. You will need to pay for this even if you are not using any electricity or gas. If you have a key or card meter, before you go away on holiday, put money in your meter to cover the cost of this payment while you are away. Otherwise you may return to a home with no electricity or gas and the contents of your freezer may have defrosted.

- The key or card you use for your electricity or gas meter is the only one you can use in that meter. Keys or cards which belong to other meters will not work. **Make sure you only put money on your own key or card**. If you lose them, you must call the company that sells your gas or electricity for a replacement.

- If either your electricity or gas meters do not work**, you should contact the company which sells you the electricity or gas to **report the problem**.

- Only someone from the electricity or gas company is allowed to work on your meter**. If your meter looks like it was interfered with or it is off but you still have electricity and gas, you need to call the electricity or gas company immediately. If a meter is interfered with it is known as a '**tampered meter**'. Tampered meters are illegal and you may receive financial charges and/or legal action if one is discovered in your home. They are also dangerous and can cause **fires and explosions**.

- Many of the large electricity and gas companies offer **translation services over the phone**, however you will need to answer some questions in English to get to it. When you call electricity and gas companies you may get an automated menu. If you are unable to understand this, ask a friend to help you request to speak to an interpreter.



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