



ENERGY

South Seeds can help

Many residents taking on a tenancy in privately rented properties don't get any help from their landlords in understanding how to pay their energy bills. Often, they will just be given a card and a key by their landlord for the gas or electricity meters, and pointed in

the direction of the local shop. Without basic information about how to pay for energy used in the home many people, especially those who have no experience of purchasing energy in this country, struggle to make sense of the payments required.

We support residents to only pay for the energy they use – not others' debt

Money would disappear from Ramona's prepayment gas meter every time she topped up, so she dropped in to South Seeds' office to check why.

Ramona, who is originally from Romania and speaks a little English, lives with her partner and four children in a Govanhill tenement flat on a limited income.

South Seeds' energy officer Martin contacted her supplier and established that she had been paying off a previous tenant's debt because the

account had not been registered in Ramona's name.

Martin arranged for the supplier to clear the £45 debt from the meter, and refund Ramona the £12 she had paid towards someone else's debt. Martin also set up the gas account in her name.

Unfortunately, the process was not straightforward and the code the energy provider supplied for her gas card did not work, so South Seeds had to contact the provider again on her behalf.

Ramona said it was easy to drop back into South Seeds' high-street office to ask for the energy provider to be contacted again.

Later, Ramona came

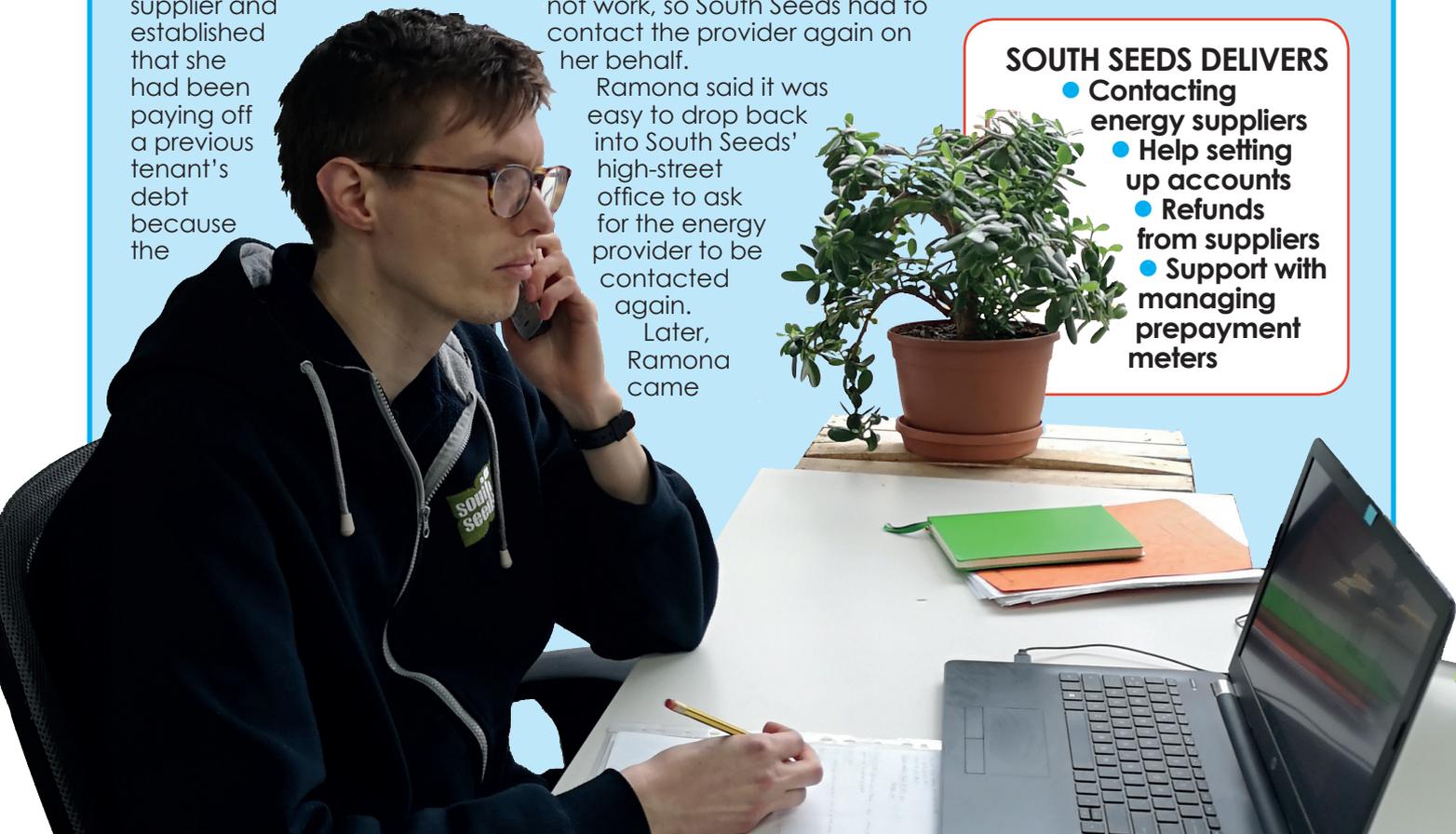
back in because her landlord had been receiving letters from debt collectors, and Ramona was worried in case she had to pay the money herself.

Martin again contacted her energy supplier and confirmed that the debt was not hers, and that her account was in order.

'I'm so relieved South Seeds sorted this out for me,' says Ramona. 'I was really worried about that debt.'

SOUTH SEEDS DELIVERS

- Contacting energy suppliers
- Help setting up accounts
- Refunds from suppliers
- Support with managing prepayment meters



This is a South Seeds project in collaboration with Govanhill Housing Association and Govanhill Community Development Trust funded by the Aspiring Communities Fund. For more information see www.southseeds.org (charity no. SC042244)



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