



MOVING HOME AND YOUR ENERGY BILLS

National Energy Action is the national charity helping you with your energy bills. This leaflet gives advice on what to do when you're moving in or out of your home to make sure you don't owe your energy supplier money.



IMAGE: SHUTTERSTOCK

WWW.NEA.ORG.UK





MOVING IN

FIND OUT WHO THE CURRENT SUPPLIER IS

Your landlord should be able to tell you. You can also:

SEARCH YOUR POSTCODE on www.findmysupplier.energy.

CONTACT THE METER NUMBER HELPLINE: telephone

0870 608 1524, Monday to Friday, 8:30am to 5pm.

Calls cost 7p a minute, plus your phone company's access charge.

YOU CAN ASK FOR YOUR METER POINT REFERENCE

NUMBER (MPRN). You might need this when you sign up to a new gas supplier.

YOU DO NOT HAVE TO STAY WITH THIS SUPPLIER

You have the right to choose any supplier.

IF YOU WANT TO STAY WITH THE SAME SUPPLIER, contact them and give them your details to register for an account.

Provide the details alongside your starting meter readings. This ensures you do not pay for energy you haven't used.

IF YOU DO NOT WANT TO STAY WITH THE CURRENT

SUPPLIER, call your chosen supplier and register as a new customer.

READ YOUR METERS

Even if you're not moving in straight away, do it as soon as you get your keys. Take photos if you can as a record.

PREPAYMENT METERS



CHECK WITH THE SUPPLIER if there is any existing debt on the meter and, if so, ask for this to be removed as this debt belongs to the last tenant.



ASK THE SUPPLIER to issue you with new prepayment cards/keys so you can top up.

IF THE METER IS OUT OF CREDIT,

try not to top up with the cards/keys that may have been left by the previous occupier. Call the supplier instead. If you do need to use these cards, tell the supplier this, in case there are any debt repayments being taken.

CREDIT METERS

When you contact your supplier to register your details, you will likely be put on their standard variable tariff.

You can ask if they have a cheaper tariff, and they should tell you. You can choose to pay by direct debit, or by cash/cheque on receipt of the bill.





SMART METERS

DO I NEED THE LANDLORD'S PERMISSION FOR A SMART METER?

If the energy bill is in your name, it's your choice to have a smart meter installed. You should let your landlord know before you make the change. To help, there are some templates available that you can use to inform your landlord.

www.smartenergygb.org/about-smart-meters/smart-meters-renters

If your lease says you need your landlord's permission to change the meter, Ofgem, the energy regulator, says they shouldn't unreasonably prevent this.

WATER



READ YOUR METER

(if there is one).



FIND OUT WHO YOUR WATER SUPPLIER IS.

You can find out here – www.water.org.uk/customers/find-your-supplier



CONTACT THE RELEVANT WATER SUPPLIER AND SET UP AN ACCOUNT WITH THEM.

You will need to provide them with your name and contact information and set up a payment method.



ADVISE THEM OF YOUR INCOME,

if you have children, if you are on benefits, and if you use more water due to a medical condition. This helps them to make sure you are on the most appropriate tariff and ensure you get any discounts that you're eligible for.

MOVING OUT

ENERGY AND WATER



Take meter readings on the day your tenancy ends or your house sale completes (take a photo if you can).



Contact your supplier as soon as possible. Advise them that you are moving and provide them with your meter readings. They can issue you with a closing bill, so you don't pay for energy/water you've not used. Check if you are owed any credit.



Give your supplier a forwarding address, so they can send you the final bill.



IMPORTANT

It's really important that both your energy and water suppliers and Distribution Network Operator (DNO) know if you are in a vulnerable situation or have a health condition so they can include you on their Priority Services Register. Details of your DNO can be found on your energy bill or here <https://www.energynetworks.org/customers/find-my-network-operator>.

To see if you can be put on the Priority Services Register, go to www.thepsr.co.uk or call **020 7066 1000**.

You are eligible for the Priority Services Register if you are:

- Of pensionable age
- Have a child under the age of five
- Have a long-term health condition or disability
- Use medical equipment reliant on electricity or water
- Have recently experienced something that would put you in a vulnerable position, such as bereavement, loss of job, recent loss of income.



**IF YOU ARE STILL STRUGGLING,
CALL NATIONAL ENERGY ACTION'S
ENERGY ADVICE AND SUPPORT
SERVICE ON 0800 304 7159 OR GO TO
WWW.NEA.ORG.UK/GET-HELP.**

You can translate National Energy Action's website and leaflets into over 160 languages - and get text to speech in over 100.

You can also adapt text for neurodiversities including ADHD and dyslexia, and visual impairments.

Use our Recite me button on www.nea.org.uk

National Energy Action is the national fuel poverty charity, helping everyone to have a warm, safe and healthy home.

Go to www.nea.org.uk.

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