

## Energy - Metering and Switching- Page 1 of 2

### Find your Energy Supplier

You will be informed which company supplies the electricity and gas (if your home has gas) when you move in to your Osprey home, but if you need to check, here's how:

**Gas:** can be checked on [www.findmysupplier.energy](http://www.findmysupplier.energy)

**Electricity** – you will need to call SSE's MPAS service on **0345 026 2554**

### Meter types

Meters will be either pre-payment (you pay for energy in advance, like a pay-as-you-go phone) or credit (you get regular bills, or pay by direct debit), however smart meters can switch between these modes.

#### Pre-payment meters

- Have a card for gas and a 'key' for electricity
- You will need to visit a shop to top-up your energy
- Try to stick to a regular top-up, even through summer, so you have some credit for winter when you use more energy
- Can help with budgeting, but sometimes will cost more per unit of energy than a debit meter - you can ask your supplier to switch to a debit meter if you'd rather



#### Credit meters

- You will pay for energy with quarterly bills, or a monthly direct debit payment
- It's important to provide regular meter readings when requested, and check your bills are not based on estimated readings. This will prevent you paying too much or too little.



### Smart Meters

- Can switch between pre-payment and credit mode – speak to your supplier to switch modes
- Have a payment card, payments can be made in a shop, online, via an app, or over the phone
- Provides meter readings to your supplier automatically so bills will always be accurate
- The 'in-home-display' unit can be customised to show daily, weekly or monthly energy costs, and can be used to set a budget
- If you do not have a smart meter, you can contact your supplier to request one
- These meters rely on a mobile phone signal to communicate with the supplier, so may not work in some rural areas – this will be tested when your smart meter is installed.

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### Switching Suppliers

- There is no obligation to stay with the energy supplier in place when you move in, we recommend you have a shop around to see if you can get a better deal elsewhere. You should also compare prices if you have been with the same supplier for a long time.
- Changework's Tenant Energy Service have some great advice about switching supplier on their website here: [Switching energy supplier | Changeworks](#)

To start the switching process you will need:

- ⇒ your address
- ⇒ details of your current tariff (what you are paying just now)
- ⇒ Your energy usage (usually found on your bills/online account/app)