

SCARF is a company limited by guarantee (No 94819) and a registered charity (No: SCO 006901)

## Fact Sheet

### REF: 504 MOVING HOME AND FUEL SUPPLY (Aberdeen City Council Tenants)

#### METER READINGS

Notify fuel suppliers immediately on change of tenancy, whether moving in or out. Supply meter readings, in writing or by telephone, and keep a copy as a safeguard. You should have the start readings on the "Change of Responsibility" form supplied by the Council.

**Call SCARF free on 0800 512 012 and ask for the leaflet "MOVING HOUSE A Tenant's guide to fuel supply".**

#### BILLING

New customers should notify their fuel supplier if no bill arrives within 3 months. Remember, if there is a delay with the bill being sent out, all fuel used must still be paid for. If you fail to contact a supplier and set up an account you may be charged at a deemed tariff rate that is generally more expensive.

#### ESTIMATED BILLS

Where there is no access, postcards requesting a meter reading should be returned within 7 days or you can give the supplier a meter reading over the telephone.

If you do receive an estimated bill always check it with the meter reading. If it is not accurate, even if it is underestimated, complete the back of the bill with your present meter reading and return it or give the actual reading by telephone.

**Aberdeen City Council tenants should phone 01224 522000, not the fuel supplier, if there is no access to the meter.**

#### PAYMENT DIFFICULTY

If you have difficulty paying your bill, contact the fuel supplier immediately to arrange a payment plan. Inform the fuel supplier of any special circumstances which exists e.g. if you are on a low income, if someone is ill, unemployed or there is an elderly person in the household. They will not be aware of any problems until you tell them. If you require an energy advisor to help with this contact SCARF Tel: 01224 213005 or call at our Cotton Street office Mon – Fri 9.00 a.m. to 4.00 p.m.

If you are coming off the Benefit Agency Fuel Direct scheme request a statement of current fuel debt or credit from the fuel supplier and agree on another payment method.

**Payment plans need to be realistic so you can stick to them.**

#### PREPAYMENT METERS

If you have a prepayment meter, **NEVER** use a card belonging to a friend, relation or neighbour to buy your fuel. If you do this, a debt will build up for you, as the fuel company will not have a record of you buying fuel. If you buy fuel for someone else, this payment will show as a credit on your meter, not theirs, and will again build up debt on their account. Also, when moving house where you already have a card for the old address, **do not use** this card to purchase fuel for the new address. Fuel bought will be credited to the old house and a debt will build up at the new address.

**Notify the fuel supplier immediately if you notice anything unusual about the meter. It may be unsafe, e.g. if it is broken or has been tampered with.**

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#### Mission Statement

SCARF aims to work through partnership to promote sustainable use of energy, eradicate fuel poverty and create sustainable employment and training opportunities.

#### Core Objectives

- + To provide free impartial and accessible energy efficiency advice and information services to help save energy, save cash and help save the environment.
- + To encourage investment in energy efficiency and renewable energy measures and grant take up for property improvements to achieve affordable warmth.
- + To create sustainable employment and training opportunities.

#### SCARF Provides

**One Stop Energy Advice Shop offers free impartial advice and information:**

- + Energy efficiency in the home, business and the community
- + Renewable energy in the home, business and the community
- + Grants for loft and cavity wall insulation
- + Grants for draughtproofing
- + Grants for central heating
- + Grants for renewable energy installations
- + Paying for fuel and fuel suppliers
- + Choice and operation of heating and hot water systems

#### SCARF also offers:

- + Home visits
- + Home energy checks
- + Presentations and informal training
- + NVQ and City & Guilds Qualifications



INVESTOR IN PEOPLE

