

If you would like this document in a different form, for example audio cassette, large print or Braille, please contact the Tenant Participation team on 0800 1830454

if you would find it easier to talk to us in your own language please ask an English-speaking friend or relative to contact the Tenant Participation Team on 0800 1830454. We can arrange for an interpreter to contact you to discuss any translation you need.

Your new tenancy -

Sorting out your Gas, Electric and Water





GAS

The Gas supply to your property will have been capped off for safety reasons

To have the gas uncapped you must first decide on a supplier. To find out who is the current gas supplier to the property call :-

M-Pas on 0870 608 1524.

You can then decide whether to stay with that company or switch to another.

If you do not do this you may be charged for gas used by the previous occupier of the property.

Once you have registered with a company and have confirmed there is a supply of gas and electricity to the property you must contact the Repairs Call Centre on 0800 183 0044 and ask for a 'Turn on and test'

You will need to give 24 hours notice for an appointment. 'Turn on and Test' can only be carried out between 9.00am and 4.00pm Monday to Friday.

If there is a 'card' meter at the property you must inform the supplier when you register. There must be a credit on the gas and electricity meters before the turn on and test can be carried out.

DO NOT BOOK A 'TURN ON' APPOINTMENT UNTIL YOU HAVE REGISTERED WITH A SUPPLIER



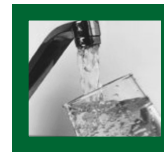
ELECTRICITY

To find out the current electricity supplier to the property you will need to contact **Western Power on 0345 601 5972**

between 9.00am to 5.00pm or via their website at www.westernpower.co.uk. Select who is my supplier and follow the instructions. You can then decide whether to stay with that supplier or switch to another.

As with the gas it is up to you which company you choose to use.

If you are not sure which supplier to choose you can phone the Energy Help Line on free phone 0800 074 0745



WATER

South Staffs Water supply water to all properties in the Tamworth Area, we will complete their new occupier form with you , however if there is a water meter at your property you will need to locate it and inform them of the current reading.

South Staffs Water, Green Lane ,Walsall, WS2 7PD

Telephone: 0845 60 70 456