

Utilities

At the time of printing your contracts we contact the utility companies (as listed below) to inform them that you have signed a tenancy agreement with us and also the date from which it takes effect.

As standard in our properties *Southern Electric* supply the electricity and *British Gas* supply the gas. However, if the previous tenant has changed supplier without letting us know it can cause problems. If they have informed their suppliers that they have left then this should automatically generate a letter to the property addressed to "The New Occupier". This will confirm details of who the current supplier is and ask you to provide your details for the new account.

If after you have been at the property for a couple of weeks you still haven't received anything in the post you should try and find out who your supplier is by other means.

You can find out who your electricity supplier is by contacting the energy distribution company for South England on 0845 601 5467 and ask for their *Meter Point Administration Service (MPAS)*.

The *Meter Number Enquiry Line* (formerly *Transco*) provides gas consumers with a dedicated telephone number to establish who is currently registered to supply the gas to their premises. They can be contacted on 0870 608 1524.

The most important thing to remember is to take the meter readings as soon as you move in. If your gas meter is in a locked box you will need to pop down to the local plumber's merchants to buy a key, they are a standard fit.

Some properties, particularly newer ones, will also have their water supply metered. Please do not forget to submit your water meter reading to them (if applicable). Please note it is not possible to change your water supplier.

We have supplied the following contact information to assist you.

Water Supply:

Portsmouth Water Ltd
Customer Services
PO Box 99
Havant
Hampshire
PO9 1XX

Tel: 023 9249 9666

Waste Water:

Southern Water Services Ltd
PO Box 41
Worthing
West Sussex
BN13 3NZ

Tel: 0845 2720845

Electricity:

Customer Service
Southern Electric
PO Box 7506
Perth
PH1 3QR

Tel: 0845 744 4555

Gas:

British Gas
PO Box 3055
Eastbourne
West Sussex
BN21 9FE

Tel: 0800 048 0202

Council Tax (Portsmouth):

Portsmouth City Council
Civic Offices
Portsmouth
PO1 2AX

Tel: 023 9283 4556

Council Tax (Havant):

Havant Borough Council
Civic Offices
Civic Centre Road
Havant
Hampshire
PO9 2AX

Tel: 023 9244 6317