Gas and Electricity

Instructions for tenants

1. Check whether meters in property are quarterly/smart or card meters.

2. Establish who the current supplier is by using the following contact numbers or visit the website:

3.

ELECTRICITY	0870 7510093	www.enwl.co.uk
GAS	0870 6081524	www.findmysupplier.com

4. You will then need to open a gas and electricity account with the existing supplier to ensure you have a gas and electric supply. If you do not want to stay with the current supplier, contact your supplier of choice and start the switching process. (This can take up to 6weeks to complete).

5. Once you have changed the account into your name please contact us) **0300 111 1133** to arrange for a gas turn on and test. This will be done within five working days.

6. If the gas and electricity are on card/key, you must ensure that your new account has been activated, you have received your payment cards and that there is credit on the meter before the engineer attends to carry out a turn on and test. The engineer will be unable to carry out the turn on and test if there is no credit on both the gas and electricity meters.

7. Do not use a gas appliance until after the turn on and test.

IF YOU EVER SMELL GAS REPORT THIS IMMEDIATELY ON

0800 111 999

NATIONAL GRID WILL INSTRUCT YOU WHAT TO DO NEXT AND THEN PROMPTLY SEND AN ENGINEER TO INVESTIGATE AND MAKE SAFE

Flame Supervision Device for gas cookers

What are the requirements?

From June 2008, if you buy any new gas cooking appliances for use in 'multi occupancy properties' (apartment, multi-storey apartment, maisonette, bedsit, sheltered apartment or sheltered bedsit) they cannot be installed unless they contain a Flame Supervision Device.

What is a Flame Supervision Device?

A Flame Supervision Device makes gas hob burners safer. They detect when there is no flame present on the appliance and automatically switch off the fuel supply. This stops the build up of gas, which if ignited could lead to an explosion or a fire. A Flame Supervision Device is also known as a Flame Safety Device or Flame Failure Device.

Will this affect you?

If you are taking the tenancy of an apartment, maisonette or bedsit, sheltered apartment or sheltered bedsit and you are buying a new gas cooker it must be fitted with a Flame Supervision Device. You must be aware when buying a new cooker that shops may still have a stock of cookers that do not have this device. This is not illegal but you will find that Gas Safe registered engineers will not connect them to the gas supply.

If you are an existing tenant moving from a house into an apartment then you can take your cooker with you when you move into your new home, a Gas Safe registered engineer can install it, but they will have to issue you with a certificate of non-compliance if it doesn't have a Flame Supervision Device.

Jigsaw Homes Group Limited recommends on Health and Safety grounds that you buy a cooker with a Flame Supervision Device.