Be **Energy Wise** once you've moved in
Use our Energy Checklist

1   Record your Start Meter Readings

Dual Fuel

Electricity (kWh Total)	Gas (m3 or ft3)

Electric Only (Economy 7)

Total kWh	Rate 1 kWh	Rate 2 kWh

> **!** **If you have a pre-payment meter, put the key card in to check there is no debt from the previous tenant**

2   Set up your energy account

- If you have authorised Utility Renewals to contact you, they will ring you to set up an account for you.

- If you have **not** authorised Utility Renewals to contact you, contact the energy supplier to your property to set up your account.

Energy Type	Supplier	Account Number	Tariff Name
Electricity			
Gas			

Don't know who your supplier is?

Electric	Call the Meter Point Administration Service on 0800 111 4005 or visit www.northernpowergrid.com
Gas	Call the Meter Point Reference Line on 0870 608 1524

3   Check your heating controls

If you are not sure how to use your heating controls go to our website, www.wdh.co.uk for information and guides to download or call into any service access point.

4   Is there a cheaper tariff?

To see if you can save money by switching tariff or supplier use an Ofgem accredited price comparison website available here.

For further information and support contact OneCALL on 0345 8 507 507 and ask for the Sustainability Team

Economy 7 (E7) Rate Checks
For Storage Heating

If you have storage heaters you should be on an Economy 7 (E7) electricity tariff with two meter readings, one for day use, and one for night use.

If your E7 bills seem high or you have had a new E7 meter fitted in the last few years it is worth checking that the day and night readings are being recorded the correct way round by your electricity supplier. Here's how.

| 1 | Record your two electricity meter readings |

Look at your meter and find the two meter readings for rate 1 (r1) and rate 2 (r2) or normal and low. You may have to press a button to scroll through the screens.

Electric Only (Economy 7)	Rate 1 / Low	Rate 2 / Normal
Start of day – kWh reading		
End of day – kWh reading		
Which is day reading? – kWh reading has increased during day		
Which is night reading? – kWh has **not** increased during day		

Your meter will usually also show a total, 't' kWh. The day kWh and night kWh added together should add up to this total.

But: Sometimes this may not be the case as the number is too high to show on the dials (it has gone round the clock).

> **!**
>
> **Did you know..?**
>
> **The E7 day rate is usually two to three times more expensive than the night rate!**
>
> **Are your readings the right way round?**

If you want to check which meter dial is in use over a short period of time, you can do 'the kettle test'. Boiling a kettle full of water usually uses 1 kWh of electricity so will usually cause one of the meter readings to increase.

| 2 | Check your energy bill readings |

Electric Only (Economy 7)	Day kWh	Night kWh
Total kWh		
Cost per kWh (pence)		

Are these readings the correct way round compared to your readings in Step 1? **If these don't match, phone your supplier and let them know, you may be due a refund**. They won't be an exact match but you should be able to easily tell which meter dial each reading is from.