

Getting your utilities connected

The utilities will not be connected at your new home until you contact the suppliers. This is something you need to do as soon as you get your keys.

Gas supply

You need to follow 4 steps:

1. If you do not know who the gas supplier is, telephone **0870 608 1524**. This is an automated service that will give you the name and telephone number of the existing gas supplier.
2. You must then telephone the supplier to advise them you have moved into the property and get the gas supply put into your name.
3. Take a meter reading as soon as you get your keys.
4. After you have done this, you will need to phone our gas contractor, Liberty Group, on 0330 333 8390 or 0800 614 456, to arrange an appointment for them to visit your home to 'uncap' your gas. They should be able to offer you an appointment within 24 hours.

If you have a pre-payment meter, you must have credit available on your card so that Liberty Group can carry out this work.

If you smell gas you should contact Transco on 0800 111 999 immediately.

Electricity supply

You need to follow 3 steps:

1. If you do not know who the electricity supplier is, telephone **0845 601 5467** then select option 1. You will speak to an advisor who will give you the name and telephone of the existing electricity supplier.
2. You must then telephone the supplier to advise them you have moved into the property and get the electricity supply put into your name.
3. Take a meter reading as soon as you get your keys.

Pre-payment meters

Your gas and/or electric provider will give you instructions to make sure that any previous debts on the meter are cleared.

Changing supplier and comparing prices

If you wish to change your gas or electricity supplier, you will need to arrange this yourself. There are many websites providing information on gas and electricity prices which you may find helpful.

Water supply

In most properties you will be responsible for paying water rates. In Harrow, most homes receive their water supply from Affinity Water.

You can contact them on 0845 769 7982 or email www.affinitywater.co.uk to let them know that you have moved into the property.