

# FACT SHEET



## Electricity supply to your home

### Heatwise

When you move into your new home you may not have any electricity on. This is because we need to carry out certain checks to make sure the electricity is safe to use. Whenever we can we will do the checks before you move in. However, sometimes this is not possible when there is a debt on the prepayment meter.

When you sign your contract we will explain what is happening with your electricity. If we haven't carried out the check you will need to get your supply back on.

### Electrical tests

The electrical test is carried out by our main contractor, Princebuild. We will aim to have the test carried out within 3 days of your tenancy commencing. An appointment will be made with you at the contract meeting. Princebuild will call between 8am and 4pm on an agreed date to carry out the test which will take approximately 4 hours. If you have a card or key meter you need to ensure that you have a **minimum credit of £5** on your meter.

Once the date for testing has been agreed it's really important that you contact us immediately if you can't get your energy supply back on or you are unable to keep the appointment. **If you don't contact us you will be recharged a cost of £30.00 for the missed appointment.**

Do not tamper with your electric meter. It has been disconnected by a qualified person.

### Energy supplier

Please be aware if you have a prepayment meter you may be charged extra by your provider for this service, wherever possible we recommend that you pay for your energy by monthly direct debit.

Eon only supply the heatwise tariff. Please call **0845 3033040** for more information.