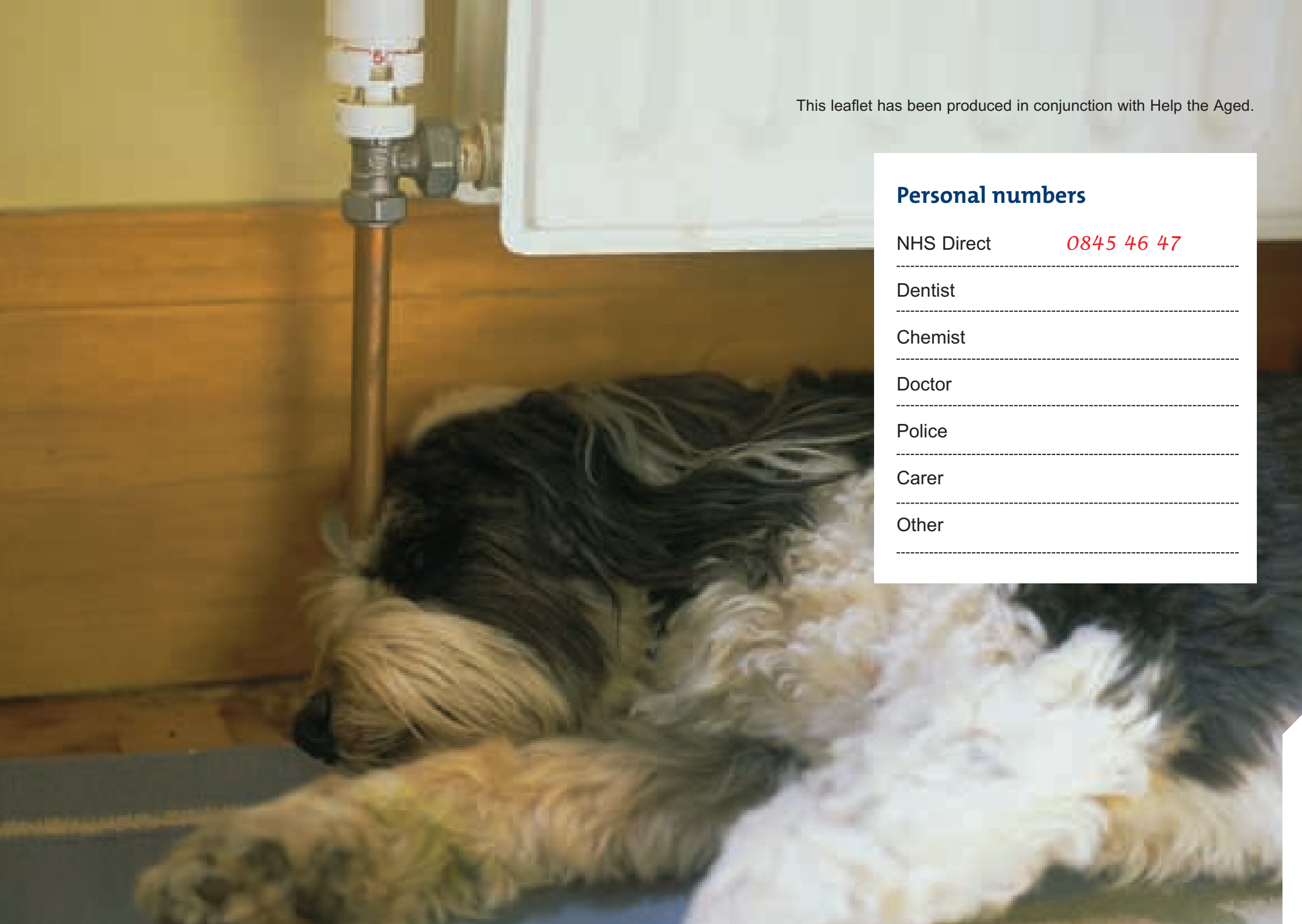


Different ways we can help you

British Gas 

Your energy experts



This leaflet has been produced in conjunction with Help the Aged.

Personal numbers

NHS Direct *0845 46 47*

Dentist

Chemist

Doctor

Police

Carer

Other

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How to contact us

At British Gas, we are committed to giving you the best service at all times. Whatever advice you need, our friendly advisers are here to help.



General enquiries

Customer Services 0800 048 0202

Textphone 18001 0800 072 8626

Post Po Box 3055,
Eastbourne BN21 9FE

Email communications@britishgas.co.uk

Website britishgas.co.uk

Energy Efficiency
Advice Line 0800 072 8629

Other useful British Gas contact numbers

If you have an enquiry about your bill

Gas and electricity 0800 048 0202

To provide us with your own meter reading

Gas and electricity 0800 107 0225

Emergency numbers

Gas escapes 0800 111 999

Textphone 18001 0800 371 787

Electrical power cuts

Please call your local electricity distributor.
The number can be found in your local phone book, or on the back of your bill.

If you need help, just ask

Extra support for those who need it

Home Energy Care at British Gas gives extra help to those who need it, especially our customers who are aged over 60, disabled or living with an illness: and customers on means tested benefits with children under 5. This leaflet explains the additional services available to them. Tell the Home Energy Care team of any special requirements you may have so that we can provide the services you need.

If you would like to join Home Energy Care, or would like to help someone else join, simply complete the form inserted into the pocket at the back of this brochure and return it to us, Freepost. If you have any questions about Home Energy Care, call **0800 072 8625**. If you have a textphone, call **18001 0800 072 8626**. You can register your requirements with us in complete confidence and this service is free of charge.

Even if you do not wish to join Home Energy Care, you may be eligible for many of the services we offer. Call us if you'd like more information.





Interruptions to your gas or electricity supply

If anyone in your home relies on electrical medical equipment, such as a dialysis machine or a breathing-support machine, please let us know. As long as you are a British Gas customer, we can give you advance notice if we know your electricity supply is going to be interrupted.

In certain circumstances you may be offered alternative arrangements for heating and cooking by your gas Network Operator (the company that transports the gas to your home).

Helping you feel secure at home

British Gas representatives

Before visiting your home, our representatives usually make an appointment but meter readers or meter operators may call without prior arrangement. If someone unexpected calls, remember **'Lock, Stop, Chain, Check'** (see page 10 for more details).

All our meter reading agents carry an ID card, giving a freephone helpline number so you can confirm their identity. Never feel embarrassed to phone us to confirm that a representative is genuine. A British Gas representative expects this and is happy for you to check.

If there is no one in your home who can read your meter for you, please contact us to arrange for our representative to call and read your meter each quarter free of charge. If we are unable to read your meter, an estimated bill will be provided. Any over or under-estimating will be corrected at the next actual read. For details of how to read your meter, see page 26.

ID cards

All British Gas employees and people working on our behalf will show you an identity card when they call. The card has the following information:

- their name
- their photograph
- a contact telephone number for you to call to check their identity
- an expiry date after which the identity card is no longer valid.



Keeping safe

By following a few simple guidelines, you can help protect yourself and your home. Before you open the door to anyone, remember:

1 Lock

Make sure all outer doors are locked.

2 Stop

Stop and think – are you expecting anybody?

3 Chain

Before opening the door, always put the door chain on and look out of the window or spy hole to see who is calling.

4 Check

Make sure you check their identification – don't be afraid to phone the company or organisation the caller says they are from to check their validity (obtaining the number from an independent source, rather than taking it from the caller's ID card).



- When you go out, lock and secure all your windows and doors.
- At night, after you lock up, keep your keys close to hand so you can get out easily if you need to.
- Always keep your keys in a safe place.
- Before going away, cancel any regular deliveries, eg milk.
- Don't keep large amounts of cash in your home.
- When you go out at night, leave the radio on and put some lights on a timer.
- If you have any concerns at all, talk to your local Crime Prevention Officer.

Pick a password

For your extra security and peace of mind, British Gas has a password scheme. All you need to do is choose a password (one that's easy for you to remember) and we can arrange for our staff or representative to use the password when they visit. If you'd like to set up a password, call **0800 072 8625** or textphone **18001 0800 072 8626**.

Staying on top of your bills

Step 1 Prioritise your payments

We can all benefit from some financial advice, especially when it comes to knowing how to make a little money go a long way. That's why we've put together three easy steps to help you manage your money and stay on top of your bills.



The money you spend and money you owe can be split into two categories – priority payments and non-priority payments. Priority payments are those you owe to people or organisations who can take the strongest action against you if you don't pay. Examples of priority payments are mortgage or rent payments, fuel bills, water rates, council tax, income tax, child support, magistrates court fines and your TV licence. Ensure you pay these bills before you pay non-priority payments.

Step 2

Work out a household budget

A weekly or monthly household budget planner helps you see clearly what your income and outgoings are and what is left over. You can set up a household budget planner with the following three sections:

1. Income – list all the different monies coming into your household.

2. Spending – list all your outgoing payments, including groceries and transport costs.

3. Money left over – deduct the spending from the income and this is what you have left to pay any outstanding debts.

Once you have completed your budget planner, you should make your priority payments first.

Step 3

Set up a bank account

A bank account makes it easier for you to make and track payments. If you wish, you can have two separate accounts – one for your income, and one in which you deposit enough of your income to pay your bills by Direct Debit. Direct Debit is often a cheaper way to pay bills.

Organisations including Citizens Advice and the National Debt Line can help you plan your household budget and give you free, confidential advice. Their details can be found at the back of this booklet.

If you have difficulty paying your gas or electricity bills, please contact British Gas first and we will try to help you.

Bills and ways to pay that suit you

If you have poor sight

If you have poor sight and have difficulty reading your gas and electricity bills, we can arrange for them to be sent in large print, Braille or audio. Alternatively, we can also arrange for one of our staff to phone you with details of your latest bill – a service called ‘Talking Bill’. Call us on **0800 072 8625** for more information.

If you have poor hearing

For information on our free-of-charge services, you can contact us on **0800 072 8625** and textphone number **18001 0800 072 8626**.

Making sure your bills are paid if you go away

Through our Nominee Scheme, we send your bills to a neighbour, friend or relative who agrees to receive them on your behalf. This may be useful if you have to leave home for a period of time, such as an extended stay in hospital.

Simple, convenient ways to pay

Monthly Direct Debit

This option can save you time and money. Together, we calculate how much gas or electricity you’re likely to use during the year. You then pay the same amount on the same date each month directly from your bank account.

Bank Giro Credit

Bank Giro Credit is a payment facility where you can instruct your bank to transfer funds to pay a bill directly to our bank account. If you have online banking you may be able to credit money straight to our bank account, or fill in our bank details on a Bank Giro Credit form at your local Post Office or bank branch. Our bank details are on your bill. Your bank may charge you for this service.

Post

Simply use the pre-addressed envelope that comes with your bill to send your cheque.

Home/telephone banking

Follow the instructions on the back of your bill.

Post Office and PayPoint outlets

Another option for settling your gas and/or electricity bill(s) is to pay by cash or cheque. You can do this at the Post Office or you can buy

credit with your Payment Card at many PayPoint outlets (or Payzone symbols for Gascards). Please note the Post Office may charge if no bill is presented for payment.



Ways to save

Dual fuel discount

If we supply both gas and electricity to your property, we will give you a dual fuel discount that will be taken off your electricity bill.

Web savings

If you have internet access at home, log on to britishgas.co.uk/paperless to save time, money and the environment. You can also pay, view and amend your gas and electricity accounts online.



If you can't pay your bill, we can help

If you don't pay your bill

If you have problems paying your bill after we have requested it in writing, we will try to avoid disconnecting your supply between 1 October and 31 March.

We are committed to protecting vulnerable customers from disconnection. So if you are over 60, disabled or living with an illness, and are having problems paying your bills or have built up a debt over the winter, or are on means tested benefits with children under 5, tell us immediately so that your supply is not disconnected. We will do all we can to help you find a suitable way to pay your bill.

If you have problems paying your bill

Please let us know if you have problems paying your bill so that we can help.

Call our Customer Services Centre immediately on **0800 048 0202**. Together, we can work out a payment option to suit you.

We can also offer assistance if your first language is not English. Call us on the number above and an interpreter will be available to talk to you over the phone.

The British Gas Energy Trust Fund is aimed at helping British Gas customers resolve household debt issues. As well as providing financial help with energy bill debt and other household debts for essential services, assistance is offered in the form of expert financial advice. The Trust offers

counselling and practical help for those with severe personal debt and also provides short-term financial assistance.

All applications and awarding of grants are dealt with by an independent charitable trust, the British Gas Energy Trust Fund.

Special payment arrangements

We may be able to set up an arrangement for you to pay your overdue bill and future bills by instalments at a rate you can afford. This rate of repayment will be agreed in writing with you based on your personal circumstances.

More time to pay

We may be able to give you extra time to pay an individual bill, but we do ask that your current bill is paid before the next one is due.

Fitting a Pay as you go meter

A Pay as you go meter allows you to pay for your gas and electricity as you use it. The meter is also designed to collect any outstanding

amount you may owe us at an agreed rate.

We realise that a Pay as you go meter is not always suitable for all our customers, so we always offer advice to ensure it is appropriate to your personal circumstances. If you would like to know more about Pay as you go meters, call **0800 048 0303**.

Collecting a weekly amount direct from Income Support and other benefits

The Benefits Agency may be able to pay your bill directly to us out of your benefit under the Fuel Direct Scheme. Contact the Benefits Agency first if you wish to pay this way.

Grants are made available to those households that are particularly vulnerable to debt – for instance, those on low incomes, one-parent families, older people or those with disabilities. You will need to make an application for a grant and can obtain an application form by:

Post British Gas Energy Trust, PO Box 42,
Peterborough PE3 8XH

Email bget@charisgrants.com

Online britishgasenergytrust.org.uk

Information line

01733 421021

Helping you save money

The more energy efficient your home, the more money you save

There are lots of ways you can make your home more energy efficient and reduce the cost of your fuel bills. If you spend a lot of time at home, you may benefit from energy efficiency advice.



Energy efficiency tips

1°C makes all the difference

If you turn your room thermostat down by just 1°C, you could save 10% on your bills. Turning down each radiator just a little can add up to a lot of savings.

Don't throw your money down the drain

Instead of washing up under hot running water, fill your washing-up bowl or sink with water instead to use less energy. Watch out, too, for dripping hot water taps.

Switch off

Switch off lights when you leave a room and use energy-saving light bulbs.

Put a lid on it

Put lids on saucepans, turn down the heat as soon as they reach boiling point and don't let the gas flames lick up the sides of pans.

For more information and a free energy efficiency audit of 0800 072 8629 or visit britishgas.co.uk/energy-efficiency

Tea for two

Don't overfill the kettle – just boil the amount of water you need.

Turn it off

Don't leave appliances on standby as 85% of the electricity used by your TV is consumed when it's on standby.

Water wise

Keep your water temperature thermostat set to no more than 60°C.

Insulate and save

Loft and wall insulation might sound like hard work, but the savings you can make are well worth the effort. You may even be eligible for free insulation. Even if you're not receiving income or disability related benefits, we can still offer you subsidised, low-cost home insulation.



your home, call our Energy Efficiency Advice Line on

Grants that are guaranteed to help

There is a range of grants available to help improve the energy efficiency of your home.

The Government's Home Energy Efficiency Scheme (HEES) is administered by Warm Front and Warm Deal (Scotland) and also provides grants for home improvements. For information, call Warm Front on **0800 316 2805** or Warm Deal on **0800 316 6009**.

Are you eligible for a grant?

You may be entitled to a grant if you are:

- a household with children under 16 and receiving an income-related benefit
- a household receiving one of the main disability benefits
- over 60 and receiving an income-related benefit.

For welfare rights advice, you can call the Help the Aged SeniorLine free on **0808 800 6565**, (Monday to Friday, 9am to 4pm).

Other organisations that can help are Citizens Advice and National Debt Line. You can find their numbers under 'Organisations that can help you' at the back of this booklet.

'here to HELP' gives you a warmer home and lower fuel bills

If you or your partner receive benefits, you could qualify for the British Gas here to HELP scheme. This scheme offers a range of free home insulation measures to give you a warmer home during winter and lower fuel bills. To find out if you qualify for the here to HELP scheme, call **0845 605 2535** or visit **britishgas.co.uk/freeinsulation**

As a senior citizen, are you getting the full benefit?

Millions of pounds worth of benefits are unclaimed every year, so make sure you're claiming all you're entitled to. Whether it's help with your council tax or daily living expenses, there are a number of ways you can check your entitlements. The Help the Aged leaflet 'Can you Claim It?' tells you what you need to know.

To obtain a free copy, please send an SAE to:
Information Resources Team, Help the Aged,
207-221 Pentonville Road, London N1 9UZ.



Safety first

Home Energy Care Free Gas Safety Checks

Most of the time, gas is a safe fuel. But it can be dangerous if you have a faulty appliance or there is a gas leak. The Home Energy Care Free Gas Safety Check (FGSC) is a special service provided by British Gas. To qualify, you must:

- be of pensionable age, disabled or chronically sick and live alone or with other people, all of whom are also of pensionable age, disabled, chronically sick or under 18 years of age (at least one of whom is under five years old).
- be in receipt of a means-tested benefit.
- not occupy a home where a landlord is responsible for arranging a gas safety check.
- have asked for a gas safety check to be carried out.
- have not had a gas safety check carried out at the same home in the last 12 months.

What the check covers

The free gas safety check establishes whether the gas appliances and installation are safe for continued use. The check consists of a basic examination of the gas installation and appliances, with any necessary adjustments, and a more

detailed examination of all free-standing gas fires, gas appliances and other gas fittings.

The benefit of a gas safety check is the security of knowing your gas supply is safe and won't lead to ill health or have potentially fatal results.

Regular servicing is essential to ensure the safety, efficiency and prolonged life of appliances; the FGSC is not a substitute for regular servicing. Customers are entitled to an annual FGSC; the check is carried out within 28 days of the initial registration.

Customer Care

British Gas aims to offer all its customers a very high level of service. Customers are treated with respect, sensitivity and are always left feeling safe and reassured. Care and attention is also taken around the home to ensure that there is no damage and dust sheets are always used while work is being carried out. If further chargeable work is needed, particularly when an appliance is left inoperable, customers are treated with the utmost care and attention, and will never be left without heating or cooking facilities.

Security

For added security, British Gas has set up a password system so the customer can confirm the authenticity of our agents. Provided by the customer, the password is used whenever contact is made. For more information, see page 11 of this booklet.

The FGSC is funded entirely by British Gas as a requirement of its licence to supply gas.



If you suspect there is a gas escape

A faulty gas appliance or installation may lead to a gas escape. If you smell gas, call the National Emergency Provider 24-hour emergency service immediately on **0800 111 999**, textphone **18001 371 787**.

There is no charge for the service to

come out to secure a gas escape. Once the National Emergency Provider has made the property safe, its engineer will explain that any work on appliances (cookers, boilers or fires) must be carried out by a CORGI-registered engineer, who holds a qualification for that particular type of appliance.

Remember:

DO

- Put out naked flames
- Open doors and windows
- Keep people away from the area affected
- Turn off the meter at the control valve.

DON'T

- Smoke or strike matches
- Turn electrical switches on or off.

If we discover that an appliance or installation is dangerous, we may disconnect your appliance or shut off your gas supply – but we will only do this if it is dangerous and we will always explain why and what needs to be done to put it right.

Keeping warm during the winter

Every year people die needlessly from cold-related illnesses. Here you will find a range of helpful suggestions to keep you and your home warm during the winter months.

A good hot meal

During cold weather, regular hot meals and hot drinks will provide warmth and energy. Even if you don't feel like cooking, try to have at least one proper hot meal a day.

Be active

Try not to stay sitting down for long stretches. Get up and move around a bit. Any kind of activity, from walking to the shops (as long as it's not very cold) to doing the vacuuming, gets your circulation going and makes you feel warmer.

Wrap up in layers

Wrapping up warmly, both indoors and out, is very important. Several layers of thin clothing, for example, a shirt or blouse, thin jersey and cardigan, will keep you warm by trapping air between them.



Keep it cosy

Whatever type of heating you may have, it is important to keep both your living room and bedroom warm. Try to heat your bedroom overnight during the winter months. If this isn't possible, warm your bedroom at night before you go to bed.

Carbon monoxide can kill

Carbon monoxide is poisonous and can be deadly. But because you can't see it or smell it, it's hard to detect. Gas appliances need fresh air to burn properly and a flue or chimney to get rid of waste fumes. It is vital that these, and vents in doors, walls or windows, are not blocked. You also need to ensure that your chimney doesn't become blocked with birds' nests or other debris. If fumes can't get out, they can build up inside the house with potentially fatal results.

How to spot carbon monoxide

- Staining, sooting or discolouration on the appliance or around the appliance.
- A yellow or orange flame could mean carbon monoxide is present if the appliance normally burns with a blue flame (except for fuel-effect fires, which display this colour flame).

If you notice any of these signs, stop using the appliance immediately and contact British Gas or another CORGI-registered installer. For your additional safety, you should install a carbon monoxide alarm in your home (see right).

How to turn off your gas supply

To turn off the gas supply to your home, you will need to locate the gas meter. Every gas meter has a spanner-shaped handle attached to it. The handle will normally be in line with the pipe and to turn it off, pull the handle down until it is at 90 degrees to the pipe. If you're not sure where the handle is, ask your British Gas meter reader to identify it for you on their next visit. If the tap handle is missing, contact the National Emergency Provider on **0800 111 999**.

To arrange to have an carbon monoxide alarm installed by a qualified British Gas engineer, call 0845 960 5040, or if you simply want us to supply an alarm, call 0116 250 3969. There is a charge for this service.

Always make sure that your gas appliances are checked annually for safety by a CORGI registered engineer, who is qualified for that type of work. Ask to see the back of their CORGI card. CORGI stands for Council of Registered Gas Installers. You can find details of engineers who are CORGI registered in your local directory, or visit their website www.corgi-gas.com

How to read your meter

Here you'll find a guide to the different types of gas and electricity meters that you might have and how to read them.

Providing us with accurate meter readings is in your interest as it means we can give you an accurate bill.

To submit a gas or electricity meter reading you can call 0800 107 0258 or visit us at britishgas.co.uk.

For all types of gas and electricity meter, make a note of:

- the date on which you took the reading
- the type of meter and its serial number (shown on the front of the meter)
- the actual meter reading.

How to read your gas meter – your meter will either show numbers only or dials

Digital metric meter



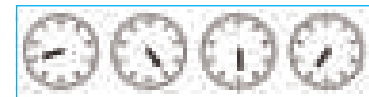
Write down the five numbers shown from left to right, ignoring the number(s) after the decimal point which may be shown in red.

Digital imperial meter



Write down the four numbers from left to right, ignoring the number(s) that are shown in red.

Dial meter

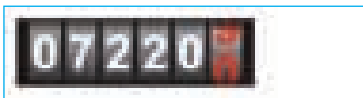


- Each dial turns in the opposite direction to the one before it, so check which way each turns.
- Read the four dials from left to right along the **bottom row only** – ignore any others.
- Write down the number closest to each pointer. If the pointer is between two numbers, give the lower number. If the pointer is between 9 and 0, write down 9.

The reading for the above meter is: 3 4 5 6.

How to read your electricity meter – Your electric meter will either show numbers only or dials:

Single rate digital meter



Write down the five numbers shown from left to right, ignoring the last number(s) which may be in red.



Moving your meter

If you find it difficult to reach your meter because of a particular physical need, we may be able to move it to a more convenient position. This service is usually free for customers on Home Energy Care. For more information, call **0800 072 8625** or textphone **0800 072 8626**.

Two rate digital meter



If you get lower-price, off-peak electricity, your meter may have two rows of numbers.

The **top row** (marked 'LOW' or 'NIGHT') shows how many units of off-peak electricity you have used.

The **bottom row** (marked 'NORMAL' or 'DAY') shows how many units of peak electricity you have used.

For both top and bottom rows, write down the six numbers shown left to right, ignoring the last number(s) which may be shown in red.

Dial meter



- Each dial turns in the opposite direction from the one before it, so check the way each turns.
- Read the first five dials from left to right, ignoring the dial marked 1/10.
- Write down the number that the pointer has just passed – it must be the lower of the two numbers either side of the pointer.
- If the pointer is exactly over the number, write it down and underline it. If you have underlined a number, check the next dial to the right (if there is one). If the pointer on that dial is at 9 you need to reduce the number you have underlined by one eg a 6 followed by a 9 should be written as 5 (still underlined).

The reading for the above meter is: 2 4 5 9 3.

Organisations that can help you

At British Gas we work closely with groups who support older or disabled people. The following organisations can offer you further help and advice.

Age Concern England

Information Line 0800 00 99 66

Astral House, 1268 London Road
London SW16 4ER

Benefits Enquiry Line

0800 882 200

0800 243 355 (Textphone)

For advice on social security benefits or for customers with disabilities

Citizens Advice

Please refer to your telephone directory for your local bureau, or visit

www.citizensadvice.org.uk

Help the Aged

020 7278 1114

207-221 Pentonville Road, London N1 9UZ

National Debt Line

0808 808 4000

Provides a free, confidential and independent phone service

National Energy Action

0191 261 5677

St Andrew's House, 90-92 Pilgrim Street
Newcastle-upon-Tyne NE1 6SG

Impartial advice on reducing energy costs or consumption

Royal National Institute for the Blind (RNIB)

020 7388 1266

105 Judd Street, London WC1H 9NE

Royal National Institute for the Deaf (RNID)

0808 808 0123

0808 808 9000 (Textphone)

19-23 Featherstone Street, London EC1Y 8SL

Scope

0808 800 3333

6 Market Road, London N7 9PW

SeniorLine

0808 800 6565

Open Monday to Friday, 9am-4pm

The Help the Aged free welfare rights service for older people, their relatives, carers and friends

Winter Fuel Payments Helpline

0845 915 1515

18001 0845 601 5613 (Textphone)

British Gas Energy Trust

01733 421021

Apply for a grant to help with paying for your energy bills and other household costs



If you have a complaint.

Occasionally we get things wrong, please tell us so we can put them right. If you are not satisfied with our service, please take the following steps.

Step 1 Contact us by phone: **0800 072 8632**.

Online : **britishgas.co.uk/complaints**

By Post: **Complaints Management Team, British Gas, PO Box 3054, Eastbourne BN21 9FD.**

If you have a Pay as you go meter call **0800 072 8633**.

Step 2 If you are not happy with the resolution of your complaint, please contact **Andy Eley, Head of Complaints**, by post: **British Gas, PO BOX 1577, Southampton SO18 9EX**, by phone: **0800 107 0184** or via email: **britishgas.customerrelations@centrica.com**

If your complaint relates to a problem with the delivery of your gas or electricity, we will pass it on to your network supply operator to investigate and, of course pass on any response or compensation due to you.

Naturally we want to resolve your problem immediately, however if we are unable to achieve this we will aim to reach resolution with you within 14 days. When you contact us to make a complaint we will apologise; provide you with an explanation and confirm what actions need to be taken - this may include a goodwill gesture or compensation.

Independent Advice

If you have followed steps 1 and 2 and your complaint remains unresolved after 8 weeks or if we have issued you with a deadlock letter, you can bring your case to the Energy Ombudsman by phone: **0845 055 0760**, textphone: **18001 0845 051 1513**, via **www.energy-ombudsman.org.uk** or by post: **Energy Ombudsman, PO Box 966, Warrington, WA4 9DF.**

The Ombudsman is an independent body, established to provide a free of charge service to impartially resolve customer complaints in cases where the customer and supplier cannot agree on final resolution. Their final decision is binding on the Energy Supplier, and not you as the customer.

Advice?

Consumer Direct, the government's helpline for consumer advice, offers clear, practical and impartial help and advice, you can call on **08454 04 05 06** or go to **www.consumerdirect.gov.uk**

If you would also like to view a copy of the “Gas & Electricity (consumer complaint handling standards) Regulations 2008”, please visit the OPSI (Office of Public Sector Information) website at **www.OPSI.gov.uk**

If you have special requirements



If you're hard of hearing or speech impaired and use a Textphone, call **18001 0800 072 8626**.



If you'd like to receive this information in another format such as large print, Braille or audio, call the British Gas Home Energy Care Team on **0800 072 8625**.

If you speak a language other than English, tell us when you call and we'll arrange for an interpreter to help you.

Correct at time of going to print, January 2009.

Calls free from BT Calling Plan. Mobile and other providers' charges may vary.

British Gas Trading Limited
Registered in England No. 3078711

Registered Office:
Millstream
Maidenhead Road
Windsor
Berkshire SL4 5GD

Information leaflets that may help you

To request any of the following leaflets, please call **0800 048 0202** or download them at [britishgas.co.uk](https://www.britishgas.co.uk)

- Lots of ways to pay
- Check us out!
- We're listening – How we handle your energy complaints
- Bright ideas – Helping you save energy and money
- Pay As You Go Energy™ – All you need to know about our Pay as you go meters
- High standards – What you can expect from our sales team.