

Section 12: Utilities

12.1. Electricity.

Tenants and homeowners in Angus today can choose who they buy their electricity from. However, while this has resulted in financial benefits for many electricity customers, this situation can cause confusion when moving into a new home.

12.1.2. Moving into your new home.

When you move into your new home, you will be given an electricity supply under a “deemed contract”. This means that the electricity supplier of the previous occupant of the property automatically becomes your supplier. When you move in you will need to contact the current electricity supplier at your new home to provide your details and a first meter reading.

To find out who previously supplied electricity to your home, and your Electricity Supply Number, please contact the local energy distribution company, Scottish Hydro Electric on 0845 300 2141.

12.1.3. Regulating the electricity industry.

The current system of electricity suppliers and separate distribution network operators is overseen by Energywatch, the independent watchdog for the electricity and gas industries. Energywatch also provides free and impartial advice on a range of energy issues, including how to select the electricity supplier who will give you the best deal.

Energywatch Scotland,
Delta House,
50 West Nile Street,
Glasgow,
G1 2NP.

Consumer Helpline: 0845 906 0708

E-mail: enquiry@energywatch.org.uk

Website: www.energywatch.org.uk

12.1.4. Emergencies.

In the event of an emergency involving the electricity supply to your home, you should contact Scottish Hydro Electric on 0800 300 999. This service operates 24 hours a day, seven days a week.

12.2. Gas.

Tenants and homeowners in Angus today can choose who they buy their gas from, in the same way as they can choose their electricity supplier.

12.2.2. Moving into your new home.

When you move into your new home, you will be given a gas supply under a “deemed contract”. This means that the gas supplier of the previous occupant of your property automatically becomes your supplier. When you move in you will need to contact the current supplier at your new home to provide your details and a meter reading for the day you move in.

To find out who previously supplied gas to your home, and your Meter Point Reference Number, contact the Meter Number Helpline on 0870 608 1524.

12.2.3. Regulating the gas industry.

Energywatch oversees the current system of gas suppliers and a separate gas distribution network operator. Energywatch also provides free and impartial advice on a range of energy issues, including how to select your gas supplier and how to get the best deal.

Energywatch Scotland,
Delta House,
50 West Nile Street,
Glasgow,
G1 2NP.

Consumer Helpline: 0845 906 0708

E-mail: enquiry@energywatch.org.uk

Website: www.energywatch.org.uk

12.2.4. Emergencies.

In the event of an emergency involving the gas supply to your home, or if you are worried about gas safety issues, please call Transco on 0800 111 999. This service operates 24 hours a day, seven days a week.

12.3. Water & waste-water.

Scottish Water supplier water and waste-water services to homes and businesses across Angus. Routine service enquiries should be directed to Scottish Water's Customer Service Helpline on 0845 601 8855.

12.3.2. Regulating the water industry.

Scottish Water is responsible to four different bodies who regulate different areas of its activities. They are:

1. The Water Industry Commissioner for Scotland, who regulates customer charges and levels of service.

The Water Industry Commissioner for Scotland,
Ochil House,
Springkerse Business Park,
Stirling,
FK7 7XE.
Tel: 01786 430 200

2. The Drinking Water Quality Regulator who monitors compliance with the legal standards set for drinking water in Scotland.

3. The Scottish Environment Protection Agency who monitor compliance with standards set by UK and European legislation.

SEPA Corporate Office,
Erskine Court,
Castle Business Park,
Stirling,
FK9 4TR.
Tel: 01786 457 700

4. The Health & Safety Executive who monitor compliance with health & safety standards in the workplace.

Health & Safety Executive,
Lord Cullen House,
Fraser Place,
Aberdeen,
AB25 3UB.
Tel: 01224 252 500
HSE Infoline: 0845 345 0055

12.3.3. Emergencies.

In the event of an emergency involving the water supply to your home, you should contact Scottish Water's 24 hour emergency line on 0845 600 8855.