

Your Utility Companies

Service Suppliers

At the moment, your utilities are supplied by the companies below. If you've got any questions about supply or tariffs, you should get in touch with them directly.

The meter readings, recorded on the handover certificate on the day you completed the purchase of your new home, meter based readings from which your consumption will be measured and your bills calculated.

Electricity

Power for lighting and plug sockets is supplied by EON Energy. Contact EON for information on billing:

E.ON Energy

03332024610

(registering) 0333202

4606 (billing)

www.eonenergy.com

Water Supply

Water is provided by SSE Water. Contact SSE for information on billing:

SSE Water

08009801391 (queries)

0800 3162190 (water supply)

www.sse.co.uk

Heating, Cooling & Hot Water

This is provided by the communal supply. The heating and hot water are metered individually for each apartment. Contact SW Energy for information on billing.

SW Energy

0330 0883607

directdebit@swenergy2.co.uk

tenancychanges@swenergy2.co.uk

www.swenrg.co.uk

Council Tax

Your local authority is Wandsworth Council.

Wandsworth Council

The Town Hall

Wandsworth High Street

London SW18 2PU

08000217763

www.wandsworth.gov.uk

We'll notify the council and your utility providers to confirm the change of ownership. You'll then receive a letter confirming the change and details on how to make your preferred payment arrangement.

When you contact the council and your utility providers, please have the following details to hand:

- Your name and contact details
The date you moved in
The full names of any other residents, and date of birth of any residents under 18
If your home is rented, you'll need the owner's details as well as those of the tenants
- Your preferred payment arrangements

Hot Water, Heating & Cooling Systems

Heating & Hot Water

Your home gets heat and hot water from a communal heating system which serves the development. The system is far more efficient and environmentally friendly.

You'll find a heat interface unit (HIU) in your home's utility cupboard. It needs to be on to make sure you're getting hot water on demand. The meter on the front of the HIU also lets you keep a close eye on how much hot water and heating you're using.

The HIU feeds an underfloor heating manifold, which heats the floors throughout your home. Room controllers are provided in each room to control the temperature within the space. The heating set point can be adjusted at your leisure.

Checking your system pressure

To maintain the correct working pressure within your HIU, we recommend that you check this periodically. Simply check the pressure gauge located on the HIU in the utility cupboard.

When cool, the gauge should read between 1 and 1.5 bar.

When hot and in the working position, it should read between 1.5 and 2 bar.

If your system pressure is too low and needs adjusting, you can call our aftercare team within the first two years. Otherwise we recommend consulting a qualified service engineer.



The Stopcock for turning off your supply is located in your utility cupboard.