

BILLS

Set up accounts for gas, water and electricity in your name when you first move into a property. If sharing a flat or house with others, register these bills jointly in everyone's names.

STEP 1: FIND OUT WHO THE EXISTING SUPPLIERS ARE

Ask your landlord or agent to confirm the current suppliers for gas, water and electricity. If they do not know, call the numbers below to find out:

- Gas: 0870 608 1524
- Electricity: 0845 601 5467
- Water is always supplied by Thames Water: 08434 597 272

STEP 2: TAKE METER READINGS

Take meter readings on the day you move in (or check the inventory to see if they are recorded here).

Water is not always metered, so you might instead be charged an amount based on the number of people living at the property.

STEP 3: CONTACT THE SUPPLIERS TO SET UP NEW ACCOUNTS

This can usually be done over the telephone. You will need your bank details ready if you want to pay by direct debit.

SWITCHING SUPPLIERS

You might be able to save money by switching your supplier. Check your tenancy agreement to see what, if any, rules there are about this. You might need the landlord or agent's permission, or you might be required to switch back to the original supplier at the end of your tenancy.

MOVING OUT

You will need to close your accounts and settle any outstanding balance. Provide your 'end of tenancy' meter readings to the utility companies. Ask for copies of the final bills to be sent to you by email or to your new address.