

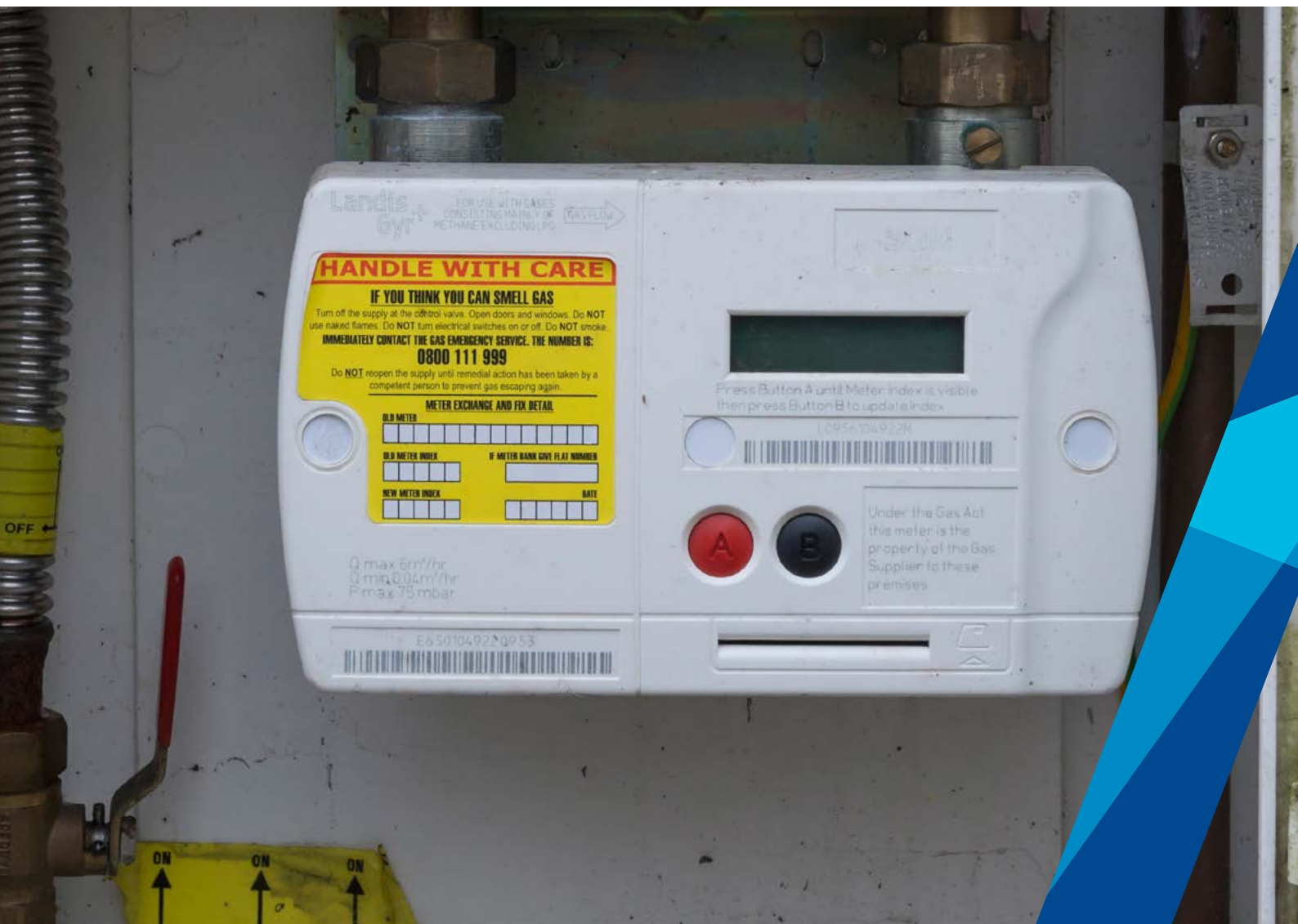


From mountain to sea

A New Gas Meter

How to ask your gas supplier for a new gas meter

April 2020



Step 1. Please locate your meter box.

The meter box is usually found outside and can be wall mounted or semi concealed in the ground (see below):



Wall mounted



Semi concealed ground

Step 2. Open the meter box. Is there a meter inside?



If Yes – you don't need to do anything more.

If No – please go to Step 3.

Step 3. Please locate the yellow label.



The yellow label is found inside the meter box. Please take a note of the Meter Point Reference Number (MPRN) which is the 6-10 digit number written along the middle of the label.

Step 4. Please contact your preferred gas supplier to arrange the installation of your new gas meter.

FREE impartial assistance and advice, on all home energy issues, is available to you from Scarf on tel: 01224 213005.

When you are ready to contact your preferred supplier please have your MPRN number to hand. If this is not available then your address including your Postcode can be given.

The gas supplier will ask what type of meter you wish installed (as below):

- Prepayment Meter – This is a prepaid meter which you pay for your gas upfront by using a Smartcard, which you top up with money at your local Post Office, PayPoint or Payzone.
- Credit Meter – This is a meter where you will receive a bill quarterly or monthly.

Please choose which type of meter is most suitable for your needs.

The gas supplier will now give you an installation date, usually in around two week's time, and they will usually offer an AM or PM visit.

If you need a copy of this document in an alternative language or in large print or in Braille please telephone 03456 08 12 03.

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