

This item is available in large print, on tape, on CD or by email - please call the Marketing Department on 01296 732600. Please make us aware of anyone you know who may need this kind of help.

આ વતમાનપાત્રકા વઘલ આફ અયલ્સબરી હાઉસિંગ ટ્રસ્ટ તરફથી છે, જ્યાં અયલ્સબરી વેઈલ ડિસ્ટ્રિક્ટ કાઉન્સિલમાંના તમારા ઘરોની ભવિષ્યની માલિકી અને વહિવટ જુલાઈ 2008 માં પોતાના હાથમાં લેનાર છે. મફત અનુવાદ માટે 01296 425334 પર ફોન કરવા વિનંતી.

یہ نیوز لیٹر ویل آف ایلزبری ہاؤسنگ ٹرسٹ کی جانب سے ہے جو جولائی 2008 میں ایلزبری ویل ڈسٹرکٹ کونسل سے آپ کے گھروں کی مستقبل میں ملکیت اور انتظام کی ذمہ داری سنبھال لے گا۔ مفت ترجمے کیلئے 01296 425334 پر فون کریں۔



Customer Contact Centre **01296 732600**

Mini Com **01296 732640**

[www.vaht.co.uk](http://www.vaht.co.uk)

[info@vaht.co.uk](mailto:info@vaht.co.uk)



**fairer prices** for gas and electricity

**EBIco - The Not For Profit Energy Supplier**



### How does it work?

Most energy supply companies charge pre-payment meter customers a higher rate than others because there is more effort involved in supplying and looking after the meters. Most other companies also offer deals for people who use a lot of energy or when they pay bills on-line or by direct debit. This means that those people who spend more benefit by paying a lower rate.

EBIco evens out the different expenses for each payment method between all their customers regardless of how they choose to pay. As a result, no one is penalised because of their income or circumstances or by how much power they use. Everyone pays at the same rate and there are no standing charges.

### How green is EBIco?

EBIco's supply partners, Scottish & Southern Energy claim to be the UK's leading generator of renewable energy. They own and operate nearly half of the UK's total renewable energy plants, including the UK's largest wind farm.

### How can I pay my bill?

You can pay by the method that is most convenient to you:

- Pay as you go with a pre-payment meter
- Set up a weekly cash budgeting plan at your Post Office
- Pay bills quarterly
- By direct debit through your bank
- Pay on-line at Southern Electric's website

Remember: You pay the same rate for gas and electricity whichever payment method you use.



### What support will I have?

Scottish and Southern Energy has a customer support line, and a phone service for customers to report their own meter readings. Customers can also call the EBIco help desk at S&SE at any time on **0800 096 6344**.

### Who is my contract with?

EBIco works in partnership with S&SE who are their suppliers. Your gas/electricity will actually be supplied by one of S&SE's operating companies, SWALEC, Southern Electric or Scottish Hydro-Electric depending on where you live. You can contact any of these companies by calling the EBIco help desk at S&SE on **0800 096 6344**



### My pre-payment meter shows a standing charge and I am also being charged more than the advertised rate. What is going on?

Meters were designed before customers were able to buy their energy from the supplier of their choice. These meters also often have a standing charge built in. You can rest assured that you will only pay the rate advertised and EBIco will credit you with any differences that arise. EBIco are looking at ways in which to make this process less confusing, but you can rest assured that regardless of what your meter shows, you will pay for your gas and electricity at the same fair rate. If in doubt, speak to the EBIco Helpdesk.

### It sounds too good to be true. Is it?

Their prices, like any other company, will vary over time as wholesale prices go up. Alternatively, depending on your circumstances and method of payment, they may not be the cheapest option for you. If you are in doubt, use a price comparison website like [www.moneysupermarket.com](http://www.moneysupermarket.com) to look at the options.

However, EBIco is an ethical, not-for-profit company, and the company's values are part of the business. It has no shareholders to please, and believes in delivering an ethical and equitable product. EBIco is committed to fighting social injustice and wise use of the Earth's resources.

Further details are available from: [www.ebico.co.uk](http://www.ebico.co.uk)