



31 March 2020

Dear Parents/Carers

You may have heard on news channels today of the government's plans to provide for families in receipt of free school meals. We will be in touch in the next day or so with those families once we know more.

The information below has been provided by the Local Authority which may be of use to some families.

Yours faithfully

Colin Belford
Headteacher

Families Using Payment Meters for Electricity/Gas

Those at home self isolating may be worried about going out and being able to top up their meters and could be using more power than normal because they are home. If people can, they should ask friends and family to help, but some may not be able to.

If they contact the numbers below, the supplier will send 2 weeks of power to you or similar.

BRITISH GAS

Call **0330 100 0303** Monday to Friday, 9am-5pm and we'll help you.

EDF

Call **0330 200 5110** We also operate a friendly, non-disconnection policy on most meters. If you run out of credit after 6pm your electricity will not go off until 9am the next day. This operates from 6pm to 9am Monday to Friday, 6pm on Saturday and any time on a Sunday or Bank Holiday, until 9am the next day

EON

If your meter falls below 50p of emergency credit for electricity, or if you're off supply for gas, you need to contact us and we will send an engineer to your home. It's important to remember that any credit we issue will need to be repaid in order to reinstate customers' energy supply. **0345 052 000**

For electricity customers, where the meter is **outside** your property, we'll put enough credit on the meter to ensure you remain on-supply throughout your self-isolation period. Where the meter is **inside**, we'll leave a meter key at your doorstep, make contact with you, and check the key works before leaving the property.

For gas customers, where the meter is **outside**, we'll supply a maximum of £5 credit (this an industry restriction) and will also send a card in the post containing extra credit. Where the meter is **inside**, we'll still attend the property and supply a maximum of £5 credit and send a card in the post with additional credit.

N POWER

Call **0800 073 3000** (No further details on the website.)

SCOTTISH POWER

Please call us on **0800 027 0072**.

SSE

Call us on **0345 600 2006** (Monday to Friday: 8am-8pm; Saturday: 9am-6pm; Sunday: 9am-5pm) so we can work out how to help. Our call centre might be busier than usual, but bear with us. Once you're through we'll review your individual situation and talk you through the options.