

Residents of Abbey Court, Cornwall Court, Cundiff Court and Erneley Close



Heat and hot water supply

Your heat and hot water is supplied by One Manchester and payments are processed by our appointed payment provider: AllPay.

Important: Please note that payments may take up to 24 hours to reach your meter. Further delays can be expected during weekends and national holidays. Make sure you try to top up Monday - Thursday and before your credit expires.

Top-up methods

- **Manually top-up:** at any PayPoint/PayZone/Post Office using your AllPay HEAT Card
- **AllPay payment phonenumber** using a credit or debit card: 0844 557 8321
- **AllPay internet payments:** allpayments.net/Allpayments/Signin.aspx?ReturnUrl=%2fallpayments
- **AllPay app:** download through App Store on iPhone or through Google Play on Android.
- **One Manchester:** One Manchester can help you set up an automated direct debit directly from your bank account and discuss your normal usage and spend.

Emergency credit

Your heat meter has an emergency credit function, it may require you to access it manually. If you are unsure of how to access this then contact One Manchester for advice on **0330 355 1000**.

Financial difficulties or struggling to top-up your meter

Contact One Manchester for support by using our web form on our website (onemanchester.co.uk/contact-us), our web chat or by calling **0330 355 1000**.

Electricity supply

Your electricity is supplied by your chosen electricity provider. If you do not know who your electricity provider is then use the Energy Networks Association postcode search tool (energynetworks.org/operating-the-networks/whos-my-network-operator) to find out the name of your network operator and their telephone number. Your network operator will be able to tell you who supplies your electricity.

If you are struggling to afford your electricity costs you can contact your electricity supplier and they will be able to discuss the options available to help you manage your bills during Covid lockdown and afterwards.

For the latest updates regarding COVID-19, our service level, and useful links for further support, you can visit our dedicated page on www.onemanchester.co.uk/latest-coronavirus-information