

# Residents of Duffield Court, Hornchurch Court, Royce Court, The Aaben and Baker Place



## Heat and hot water supply

Your heat and hot water is supplied by One Manchester via our appointed heat metering and billing service provider: LanTen.

**Important:** Please note that online payments may take up to 24 hours to reach your meter. For immediate top-ups, these can be made at your local PayPoint store.

## Top-up methods

- **Manually top-up** at any PayPoint store using your LanTen card.
- **Over the phone** using a credit or debit card. \*There is a minimum top up of £25\*
- **Online using a credit or debit card.** \*Limited to payments between £10 - £75\*
- **Setting up a direct debit** online with LanTen. \*Limited to monthly amounts of £10 - £75\*

## 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**.

## Contacting LanTen

You can contact LanTen directly with any queries about heat metering and billing on [lanten4u.co.uk](http://lanten4u.co.uk) or [support@lanten4u.co.uk](mailto:support@lanten4u.co.uk) or **0800 9997 222 / 0345 4707 222**.

LanTen customer contact centre is open 09:00 to 17:00 from Monday to Friday, excluding any national holidays.

## 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](http://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](http://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](http://www.onemanchester.co.uk/latest-coronavirus-information)