

Residents of Platt Court and Worsley Court



Heating and hot water upgrade works 2020-21

Our contractors; RPS have completed most works now, however we have suspended any remaining work to individual flats that have not yet been upgraded until current lockdown restrictions are lifted. Your heat and hot water supply will not be affected during this time. When we recommence works we will be in touch with residents of affected flats to provide updates.

Heat and hot water supply

If you have recently had your heating and hot water upgrade works completed, then your heat and hot water is supplied by One Manchester via our appointed heat metering and billing service provider: Sycous.

Sycous

You can find everything you need to know about paying for your heat and hot water and how to access your emergency credit by looking at the Sycous website: mysycous.com

Contacting Sycous

You can contact Sycous directly with any queries about heat metering and billing on 0333 880 3115.

If you have not yet had your heating upgrade works completed then your heat metering and billing will still be provided by Switch2.

Switch2 top-up methods

Manually top-up: at Jilani's Newsagents, 173 Wilmslow Road, Rusholme M14 5AP

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 (onemanchester.co.uk/contact-us or 0330 355 1000) or Switch2 (switch2.co.uk/residential-portal or 0333 321 2010) directly for advice.

Contacting Switch2

You can contact Switch2 directly with any queries about heat metering and billing on switch2.co.uk/residential-portal or phone them on 0333 321 2010.

Financial difficulties or struggling to top-up your heat 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