

FAQs – S20G0038: Communal Electricity Supply

Are you changing my personal electricity supplier?

No, don't worry! This consultation is only about the communal electricity supply, not your personal supplier.

Which electricity supply does this affect?

This is for the communal supply, which you might see listed as "Communal" or "Landlords Electricity" on your service charge statement.

A small number of customers have their home electricity supplied by Aster (because they don't have their own supply). If that applies to you, this new contract will also cover those charges.

What exactly is changing?

Our current energy contract is ending, so we need to set up a new one. Energy prices are still unpredictable, so we don't yet know how long the new contract will run.

How much will this cost me?

We'll share the details at Stage 2 of the consultation. At that point, we'll let you know if there are any changes to your service charges.

How much am I paying now for electricity in my service charge?

You'll find this in your latest service charge statement. If you can't locate it, just drop a message to our Service Charge team at [**Servicecharges@aster.co.uk**](mailto:Servicecharges@aster.co.uk) and they'll help.

What is a Section 20 consultation?

You can find a full explanation in the FAQ section on our website:
www.aster.co.uk/existing-customers/rent/section-20