

## FAQs – S20: - Communal Gas and Electricity Energy Supply

### **We are not switching your personal supplier.**

#### **What gas and electricity supply are you renewing?**

This consultation relates to **communal supply**, often referred to as “**Landlord Gas and Electricity**” on your service charge statement. A small number of customers are charged for electricity and/or gas to their homes by Aster because they don't have their own electricity supply. If you are one of these customers, this new contract will also apply to these personal charges.

#### **What are you changing?**

Our current energy contracts are coming to an end, so we need to enter into a new contract. However, with the price of energy continuing to rise we do not yet know how long the new contract will be.

#### **How much will this cost me?**

Details of the costs will be provided at Stage 2 of this consultation. We will contact you again to let you know of any changes to your service charges.

#### **How much do I currently pay in my service charge towards gas and/or electricity supply?**

This information should be contained in your latest service charge statement. In the absence of this you will be able to check this with our Service Charge team – [Servicecharges@aster.co.uk](mailto:Servicecharges@aster.co.uk)

#### **What is a section 20 consultation?**

Please referred to the FAQ section at [www.aster.co.uk/existing-customers/rent/section-20](http://www.aster.co.uk/existing-customers/rent/section-20)