

# Your Service Family Accommodation

## Information for Occupants - Utility Bill Management – Move In

### Supply of Energy While Void

While the property has been empty the energy supplier will, in most cases, be provided by Scottish and Southern Energy (SSE). CarillionAmey have an agreement with SSE to supply energy to all void properties under our management. On move in the Accommodation Officer will take gas and electricity readings with you. We will inform SSE the property is now occupied and our account with SSE for the property will be closed.

### Setting up Gas and Electricity Supplier

SSE will send a welcome letter to you to advise they hold the supply of gas and electricity. Please be advised that you are free to transfer supply to whichever energy company you choose. You will need to ring SSE or your chosen supplier with your meter readings to set up an account in your name. You are responsible for payment of the bills whilst you are in the property.

### MOD Fuel Supplied Properties, Single Occupancy of SFA, and Fuel Subsidies

If your property falls under an MOD Fuel supply, you will be billed by the DIO recoveries team, either by recovery voucher, or by regular deductions from pay (Budget Account scheme). The Recoveries team can be contacted [DIOSDEUS-EnRecoveries@mod.uk](mailto:DIOSDEUS-EnRecoveries@mod.uk). Note that the MOD may not supply all your energy, eg you can be on an MOD electricity supply but on a public gas supply (in which case, you would need to arrange your own gas supplier and pay bills directly to them).

Some properties with exceptionally large energy bills receive help with these via the Fuel Subsidy scheme. If you are entitled to a fuel subsidy, the DIO FSS team will pay your bills, and will recover a fixed monthly amount from your pay (Fuel & Light charges), with an annual reconciliation of amounts paid and recovered against fuel used. Note that arrangements for Fuel Subsidies are likely to change under the Combined Accommodation Assessment System (CAAS). The FSS team can be contacted [DIOSDEUS-EnPaymentFSS@mod.uk](mailto:DIOSDEUS-EnPaymentFSS@mod.uk)

If you are occupying an SFA as single/married unaccompanied occupant (by Virtue of Appointment), or you are occupying an SFA mis-appropriated for use as SLA, your energy bills will be paid by the DIO Billing team, and you will pay SLA Accommodation charges. If you receive any energy bills or warning letters, they should be forwarded to: The Billing Unit, Defence Infrastructure Organisation, Mailpoint F1, 1st Floor Bldg 49, Kingston Rd, Sutton Coldfield, B75 7RL. The Billing team can be contacted [DIOSDEUS-EnBillings@mod.uk](mailto:DIOSDEUS-EnBillings@mod.uk)

The Accommodation Officer will forward the meter readings and your details to the relevant departments following your move in (and on move out).

### Utility Bills

If you receive any gas or electricity bills/letters relating to the period before you moved in, please pass them to your Accommodation Officer, Local Customer Service Centre Advisor, or email/send them to the Utilities Management Team.

CA Utilities Management Team  
Swales Pavilion  
RAF Wyton  
Huntingdon  
Cambridgeshire  
PE28 2EA  
Email: [UtilitiesManagement@carillionamey.co.uk](mailto:UtilitiesManagement@carillionamey.co.uk)