



# Gas at home

*A gas guide to your  
new home*

For the way you want to live



# Welcome to your new home

Gas is supplied directly to your home in one of the following ways:

## *Mains Gas*

The mains network provides piped gas throughout most urban areas of Jersey. This means that gas comes conveniently into your home directly via the gas meter, which measures how much gas is used.

Accounts are sent quarterly (monthly for some commercial customers). Payment is on presentation of account or by Direct Debit. Super Economy 24, our whole house heating tariff, is available to most domestic customers (please ask our Accounts Department if you are not sure).

## *Bottled or Tank Supply*

If you happen to live beyond the mains network, your supply of gas will be provided in appropriately sized cylinders or a mini-bulk tank. You can have a metered supply or a cylinder supply and accounts will be sent accordingly. Payment is on presentation of account or by Direct Debit. Super Economy 24, our whole house heating tariff, is available to most domestic customers.

Our Accounts Department will be able to advise on our full range of tariffs and payment options.



## *Reading the Meter*

Our meter readers will call during normal working hours to read your meter. Should you be out when they call, you can send us your meter reading in the following ways;

- Using our prepaid Reply Postcard (left by the meter reader)
- Phoning our Accounts Department on 755500
- Submitting your meter reading online at [www.jsygas.com](http://www.jsygas.com)

## *Reconnecting your Gas Supply*

The gas supply to your property was isolated at the gas meter when the previous occupier vacated the property and a final meter reading was taken.

To have the gas supply re-introduced, simply contact our Accounts Department on 755500. You will receive further instruction on how to restore your gas supply.

Copies of our application and direct debit forms are available online at [www.jsygas.com](http://www.jsygas.com).

## *ServiceCare - Trained Professionals*

For our customers' peace of mind, we can provide a range of cost-effective packages that will cover the servicing and ongoing maintenance of your gas central heating system and individual appliance(s).



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Please contact our Service Care Department on 755550 for details on the Service Care package that is right for you.

It should be noted that all our Gas engineers are registered, Gas Safe which means that you can be assured of the highest level of competence regarding their gas safety knowledge and technical ability.

*Jersey Gas*

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