

## **IELTS Reading Passage - Eastern Energy Reading Answers**

### **Eastern Energy**

We are here to help and provide you with personal advice on any matters connected with your bill or any other queries regarding your gas and electricity supply.

#### **Moving home**

Please give as much notice as possible if you are moving home, but at least 48 hours is required for us to make the necessary arrangements for your gas and electricity supply. Please telephone our 24-hour line on 01316 753219 with details of your move. In most cases, we are happy to accept your meter reading on the day you move. Tell the new occupant that Eastern Energy supplies the household, to ensure the service is not interrupted. Remember we can now supply electricity and gas at your new address, anywhere in the UK. If you do not contact us, you may be held responsible for the payment for electricity used after you have moved.

#### **Meter reading**

Eastern Energy uses various types of meter ranging from the traditional dial meter to new technology digital display meters. Always read the meter from left to right, ignoring any red dials. If you require assistance, contact our 24-hour line on 0600 7310 310.

#### **Energy Efficiency Line**

If you would like advice on the efficient use of energy, please call our Energy Efficiency Line on 0995 7626 513. Please do not use this number for any other enquiries.

#### **Special services**

Passwords - you can choose a password so that, whenever we visit you at home, you will know it is us. For more information, ring our helpline on 0995 7290 290.

## **Help and advice**

If you need help or advice with any issues, please contact us on 01316 440188.

## **Complaints**

We hope you will never have a problem or cause to complain, but, if you do, please contact our complaints handling team at PO Box 220, Stanfield, ST55 6GF or telephone us on 01316 753270.

## **Supply failure**

If you experience any problems with your electricity supply, please call free on 0600 7838 836, 24 hours a day, seven days a week.

## **Eastern Energy IELTS Reading Questions**

### **Questions 1-7**

Do the following statements agree with the information given in the text?

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

1. Customers should inform Eastern Energy of a change of address on arrival at their new home.
2. Customers are expected to read their own gas or electricity meters.
3. It is now cheaper to use gas rather than electricity as a form of heating.
4. Eastern Energy supplies energy to households throughout the country.
5. The Energy Efficiency Line also handles queries about energy supply.

6. All complaints about energy supply should be made by phone.
7. Customers are not charged for the call when they report a fault in supply.