



## COUNCIL TAX & UTILITIES (Private accommodation only)

If you are living in University Residences, all bills are included in your rent.

### What is Council Tax?

Council Tax is a tax paid by everyone who lives in the UK. This tax pays for services like waste collection, emergency services and other services in your community. Full-time students studying in the UK, who live with other full-time students, do not pay council tax.

### What should I do if I receive a Council Tax bill?

Once you change your address on SIMS to your Cardiff address, you will be automatically sent a council tax exemption certificate from Cardiff University. You will need to send this to Cardiff Council with a letter from your home university confirming your Cardiff address, the start and end date of both your degree programme and Erasmus placement, and confirmation that you will remain a full time student at your home University both during and upon returning from your placement. You will need to send these two documents to Cardiff Council at the following address: Cardiff Council, Council Tax Section, PO Box 9000, Cardiff, CF10 3WD

Once you have done this, you should be exempt from paying any council tax and will not need to worry about it during your time in Cardiff. Remember if you live in university halls, it is not required for you to do this. Students can email [ask@cardiff.ac.uk](mailto:ask@cardiff.ac.uk) if they require further information regarding these certificates.

### Who supplies my water?

Welsh Water are the only supplier of water for houses in Cardiff. You may have a water meter, or pay a fixed amount every month. Check with the letting agent or landlord before you move in to see what you will pay.

The phone number for Welsh Water is 0800 052 0145. Further advice can be found on Welsh Waters' website here: <http://www.dwrcymru.com/en/My-Account/Moving-Students.aspx>

## GAS AND ELECTRICITY

### How can I find out who supplies my gas and electricity?

Your Letting agent or landlord should have the information of which company supplies this for your house. If they do not have this information, you can call the following numbers to find out your supplier:

**GAS:** 0870 608 1524 / **ELECTRICITY:** 0845 6015 972 or visit: <http://www.westernpower.co.uk/Home.aspx>

You are free to choose a new supplier, if you wish. A full guide to every UK supplier can be found here: [www.uswitch.com/gas-electricity/suppliers/](http://www.uswitch.com/gas-electricity/suppliers/) A few of them are listed here:

Main UK providers	Phone	Website
British Gas	0800 048 0202	<a href="http://www.britishgas.co.uk">www.britishgas.co.uk</a>
EDF Energy	0800 096 4063	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
E.ON Energy	0333 202 4610	<a href="http://www.eonenergy.com">www.eonenergy.com</a>
SSE SWALEC	0345 026 2658	<a href="http://www.swalec.co.uk">www.swalec.co.uk</a>



### What if I've got an emergency with my gas or electricity?

If you can smell gas in your home call 0800 111 999. Make sure to open the windows and doors and do not light a naked flame or use the cooker. If you are experiencing a power cut, or have an issue with your electricity, please call 105. Never try to fix any electrical issues yourself.

## INTERNET, PHONE & TV

Company	Phone	Website	Contract	Media package
Virgin Media	0800 064 3836	<a href="http://www.virginmedia.com">www.virginmedia.com</a>	9 month	Yes
BT Broadband	0800 800 150	<a href="http://www.bt.com">www.bt.com</a>	9 month	Yes
TalkTalk	0800 049 7801	<a href="http://www.talktalk.co.uk">www.talktalk.co.uk</a>	12 month	No
NOW TV	None	<a href="http://www.nowtv.com">www.nowtv.com</a>	1 month rolling	Yes
Plusnet	0800 432 0080	<a href="http://www.plus.net">www.plus.net</a>	1 month rolling	No

Above are just a few internet providers. The UK also has many comparison websites for you to check how much each provider charges and compare details, such as: [uswitch.com](http://uswitch.com), [moneysupermarket.com](http://moneysupermarket.com), [comparethemarket.com](http://comparethemarket.com), and [broadbandchoices.co.uk](http://broadbandchoices.co.uk).

### What is line rental?

The majority of internet companies require you to have a telephone line in order to have internet access in your home. This is known as 'line rental' and will be included in the monthly cost of your internet. **Please note:** while a telephone line is provided, you may not have telephone coverage with your internet package. Check with the provider about telephone costs.

### What is a rolling contract?

Some companies offer the possibility of having a contract that you can cancel when you are leaving the UK. This can be more expensive than a fixed contract, so check with the provider about the best deal.

### Cancelling before the end of your contract.

If you have taken a 12 or 9 month contract with an internet provider, but you are only staying 5 or 6 months, there are fees associated with cancelling your contract early. Make sure to check when you are buying your internet how much it will cost to cancel your contract early.

### What is a TV Licence?

A TV Licence is required to watch or record programmes on a TV, computer or other device as they're broadcast, or download or watch BBC programmes on iPlayer - live, catch up or on demand. For more information, see here: <https://www.tvlicensing.co.uk/cs/pay-for-your-tv-licence/index.app>

For further information on utilities, or issues with housing, please contact the student support service or check their website:

[www.cardiffstudents.com/advice/housing/private-rented/bills-council-tax/](http://www.cardiffstudents.com/advice/housing/private-rented/bills-council-tax/)

