

Questions 1–7

Do the following statements agree with the information given in the text on page 104?

In boxes 1–7 on your answer sheet, write

TRUE	<i>if the statement agrees with the information</i>
FALSE	<i>if the statement contradicts the information</i>
NOT GIVEN	<i>if there is no information on this</i>

- 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.