

Before moving into your accommodation

You have found accommodation and will soon be moving in. What are the steps to take?

Electricity/Gas

To open an electricity or gas account, you will need the following documents:

- your rental agreement
- a proof of identity
- the name of the former lease holder

In Strasbourg, the gas and electricity networks are implemented and managed by Électricité de France (EDF) and Gaz de France (GDF).

For practical purposes, it is strongly advised to keep the same energy supplier as the previous tenant. When you move in, the electricity and gas connections should be in place (this is usually the case). You will then have to contact EDF or GDF in order to take out a subscription.

The service will then be provided within 48 hours.

The standard French electricity network is the same as in Europe, with a voltage of 220 V and a frequency of 50 Hz. The shapes of the sockets may vary significantly from those used in France; it is possible to buy adaptors.

Be careful with transformers that adapt the voltage but not the frequency: they can cause your equipment to malfunction. To solve this, get a converter that delivers a 50 Hz frequency.

The cost for opening an electricity or gas account includes the commissioning fee. You will then pay your monthly subscription and your consumption (by direct debit or by internet) every two months, after receiving the invoice. For gas, the cost depends on your average consumption.

Before moving into your accommodation

For further information, visit the energy suppliers' website: EDF www.edf.fr / or GDF <https://particuliers.engie.fr/>

Water

If you have an individual meter, you must read the water meter in the presence of your landlord as soon as you move in. You may not have an individual meter but a single meter for the whole block of flats. In this case, your water consumption is included in your charges.

Moreover, **water is drinkable** everywhere in France (if not, you will see the mention "eau non potable ") do not hesitate to drink it

Telephone

To open an existing telephone line, you will need:

- your rental agreement,
- a proof of identity,
- the name of the previous owner of the line or the old number.

In France, the most common telephone operator is Orange. But there are other operators that you can choose from in order to call nationally and internationally. However, if you are setting up a new line, you will have to ask Orange to activate it. First check that there is a line in your accommodation, and then, if necessary, ask Orange to activate it. You can then freely choose your service provider.

In most cases, the landline can be reactivated within 48 hours, and you will receive a telephone number (different from that of the previous tenant).

Before moving into your accommodation

Internet

In addition to telephony, the services generally offered by service providers are Internet subscription and access to various television channels. The main ISPs (Internet Service Providers) in France are Orange, Free, SFR, and Bouygues Telecom. To learn more about the different service providers, you can consult the website of the French Consumers' Union - UFC Que Choisir. Nonetheless, it is your responsibility to carefully check the terms and pricing of the offers before signing up.

Please note: If you bring a phone from your country of origin, it is important to check that it is compatible with the French system (DECT standard). If you do not want to buy a new phone, many providers offer rental phones.

Illustration : une icône télé, verre d'eau, prise de courant...