

Utilities index

Scotland

Contents	Topic	Activity no.	Activity name	Related activity ref	Downloaded file name	Related activities		
Module overview			User guide		S_Userguide			
			Teachers' notes full version		SUt_Full_Teachersnotes			
			Module overview – Teachers' notes		SUt_MO_Teachersnotes			
Setting the context	For teachers		Setting the context Teachers' notes		SUt_STC_Teachersnotes			
	Bingo	1	Utilities Bingo		Ut_STCA1_Uilitiesbingo			
	Home energy use	2a	Home energy use		Ut_STCA2a_Homeenergyuse			
		2b	Energy bill key words		Ut_STCA2b_Enbilkeywds			
		2c	Energy bill key words record		Ut_STCA2c_Enbillkeywdsrec			
Essential information	Ei	Essential information Bills, tariffs and payments		Ut_STCEi_Billstariffandpay				
Unit 1	For teachers		Unit 1 – Teachers' notes		SUt_U1_Teachersnotes			

	Energy saving top tips	1a	Energy saving top tips cards		Ut_U1A1a_Ensavtoptipcards			
		1b	Energy saving top tips table		Ut_U1A1b_Ensavtoptiptable			
	Energy bills article	2a	Energy bills article		Ut_U1A2a_Enbillsarticle			
		2b	Energy bills article activity		Ut_U1A2b_Enbillsarticleact			
		2c	Energy bills article activity answers		Ut_U1A2c_Enbillsartactans			
	Unit 2	For teachers		Unit 2 – Teachers’ notes		SUt_U2_Teachersnotes		
			Teachers’ help sheet 1 Electricity bill		Ut_U2_Teachhs1elecbill			
			Teachers’ help sheet 2 Gas bill		Ut_U2_Teachhs2gasbill			
Dial meters		1	Dial meters fact sheet and activity sheets		Ut_U2A1_Dialmetfsandactivsh			
Reading energy bills		2a	Reading gas bills and answers		Ut_U2A2a_Readgasbillsans			
		2b	Reading electricity bills and answers		Ut_U2A2b_Readelecbillans			
Calculating energy bills		3a	Excel template for electricity bills		Ut_U2A3a_Extempelecbill			
		3b	Excel template for gas bill (old meters)		Ut_U2A3b_Extemgasbilloldm			
		3c	Excel template for gas bill (new meters)		Ut_U2A3c_Extemgasbillnewm			
		3d	Stages in gas bill calculation		Ut_U2A3d_Stagegasbillcal			
		3e	Stages in bill calculation answer sheet		Ut_U2A3e_Stagegasbillcalans			

		3f	Excel template for electricity bill with readings		Ut_U2A3f_Extempelecbillwrđ			
Unit 3	For teachers		Unit 3 – Teachers’ notes		SUt_U3_Teachersnotes			
	Working out gas bills	2a	Gas bill activity		Ut_U3A2a_Gasbillactivity			
		2b	Gas bill activity		Ut_U3A2b_Gasbillactivity			
		2c	Gas bill activity		Ut_U3A2c_Gasbillactivity			
		2d	Gas bill activity		Ut_U3A2d_Gasbillactivity			
		2e	Gas bill activity		Ut_U3A2e_Gasbillactivity			
		2f	Gas bill activity answers		Ut_U3A2f_Gasbillactivityans			
	Case studies	3	Case studies		SUt_U3A3_Casestudies			
	Talking about switching providers	4a	Dialogue cards		SUt_U3A4a_Dialoguecards			
		4b	Automated phone menu options listening activity		Ut_U3A4b_Listphoneautomenu			
	Duel fuel letters	5a	Duel fuel welcome letter		SUt_U3A5a_Dfuelwelcomelet			
		5b	Duel fuel connection letter		SUt_U3A5b_Dfuelconnectlet			
		5c	Duel fuel letter arrangement activity		SUt_U3A5c_Dfuelletarract			
		5d	Duel fuel letter questions		Ut_U3A5d_Dfuelletques			
		5e	Duel fuel letter answers		Ut_U3A5e_Dfuelletans			

	Essential information	Ei	Essential information – Setting up and switching suppliers		Ut_U3Ei_Setupandswitchsup			
Unit 4	For teachers		Unit 4 – Teachers’ notes		SUt_U4_Teachersnotes			
	Making a complaint	3a	Making a complaint – key words		SUt_U4A3a_Makecompkeywds			
		3b	Making a complaint – key words record		SUt_U4A3b_Makecompkeywdsrec			
	Making a complaint (listening)	4a	Making a complaint on the phone Listening activity 1		Ut_U4A4a_Listcomplaint1			
		4b	Making a complaint on the phone Listening activity 2		Ut_U4A4b_Listcomplaint2			
	Letter of complaint	5	Letter of complaint		SUt_U4A5_Letterofcomplaint			
	Essential information	Ei	Essential information – Help and advice		Ut_U4Ei_Helpandadvice			
EOM	For teachers		End of module – Teachers’ notes		SUt_EOM_Teachersnotes			
	End of module activity	a	Excel activity spreadsheet		Ut_EOM_SSa_Exactivssheet			
		b	Game cards		Ut_EOM_SSb_Gamecards			
		c	Activity sheet		Ut_EOM_SSc_Activsheet			
		d	Card holder		Ut_EOM_SSD_Cardholder			