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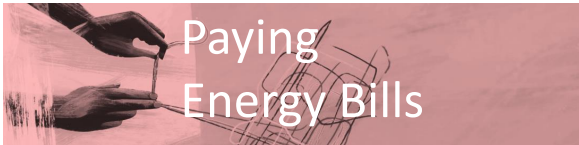
PB1

Managing your energy bills

- USE LESS gas, electricity and other fuels
- Check payment method
- Get energy bill support you are eligible for
- Understand your energy use and bills
- Only pay for what is your responsibility

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SUGGESTIONS and TIPS

Managing your energy
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Check basic information about

- Where your meters are
- Who is your energy supplier
- What tariffs are you on
- Who is responsible for paying bills
- You can use a [Citizens Advice tool to check who your energy provider is.](#)



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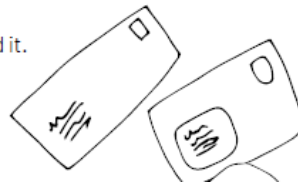
Your Right to an electricity supply

The Electricity Act gives existing customers the right to receive a supply of electricity, if they are the owner or occupier, and have asked for it in writing.

The Electricity Supply Licence gives new customers the right to receive a supply of electricity if they have asked for it in writing. There is no requirement for a new customer to prove they own or rent the home.

However, a customer may be refused a supply if:

- They have not paid a bill.
- They have an outstanding bill from a previous address.
- They have been asked to pay a security deposit and have not paid it.
- The meter has been tampered with or damaged.
- It is unsafe, or unreasonable to supply the home.



Source: Birmingham Energy Advice Manual



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SUGGESTIONS and TIPS

Energy Supply
Rights

Getting Support from Energy suppliers

- Access your account through the web
- Know how to report emergencies
- Payment methods and plans
- Priority Services Register
- Complaints service to resolve problems



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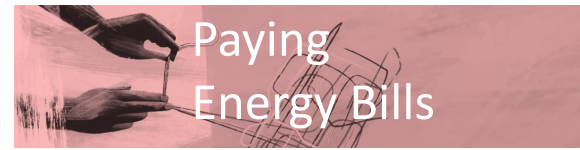
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Check your Energy Bill carefully

- Check that bill details are correct
 - Supplier name
 - Your name & responsibility for the bill
 - Dates
 - Meter serial number
- Identify name and breakdown of tariff
- Make sure meter readings are actual not estimates
- Identify standing charge



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Energy bills

Checking your energy bill

- Stay in control – know what you are paying
- Get on-line access to account
- Submit meter readings on energy supplier website
- Send in actual readings
- Shared house? Check who is responsible
- Inform energy supplier of any changes



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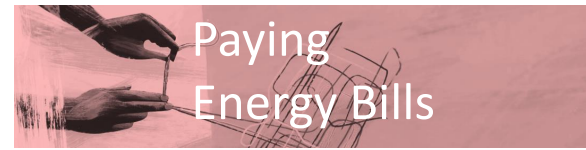
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Priority Services Registration

- Provides protection against power being cut off
- Ensures meters are accessible and regularly read

Eligible for priority services if 'vulnerable' e.g.

- are disabled or recovering from an injury
- have mental health problems
- don't speak or read English well
- have children under 5 or are pregnant
- have reached your State Pension age



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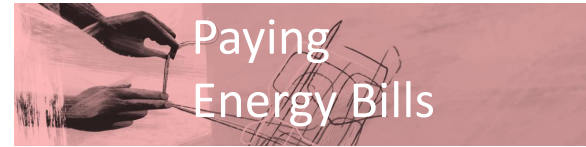
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Getting on the Priority Services Register

- Fill in your energy companies priority services form
- Give them your contact details and as much information as you can about your needs.
- Your supplier can pass your details to your network operator to add you to their register too. If you have a different supplier for your gas and electricity, you need to contact them both.
- Contact energy company if you don't hear within two weeks

Source: Ofgem



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What are Energy Scams

- Energy scams often involve people pretending to be energy companies or regulators to get your money or personal information.
- They can use the availability of grants, promises of cheap energy, and energy efficiency claims as tactics to trick you.
- Scammers can contact you in many ways:
 - By a knock at your door.
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The best way to spot an energy scam is to stay vigilant and know what to look out for. Here are some key signs that a scammer is at work:

- A deal looks too good to be true.
- You're being pressured to transfer money quickly.
- You've been asked to pay in an unusual way.
- You suspect you're not dealing with a real company.
- You've been asked to give away personal information such as passwords or PINs

If you've handed over any financial and personal information or made a payment, you should talk to your bank or card company immediately

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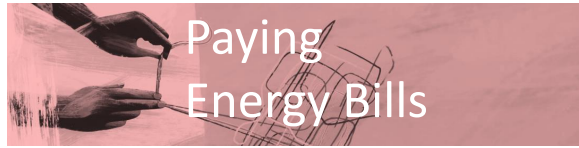
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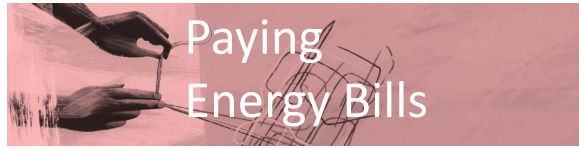
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