



PB 1

Trying to reduce your energy bills?

- USE LESS gas, electricity and other fuels
- Read meters regularly
- Identify your big energy uses
- 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

Reducing energy bills



Check that you know

- Where your meters are
- Who is your energy supplier is
- Which tariffs you are on
- Who is responsible for paying bills

You can use the [Citizens Advice tool to check who your energy provider is.](#)

Source: Ofgem
[Web Link](#)



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Paying Energy Bills



PB 2

Being charged too much for your energy?

Your bill might be higher than expected because:

- You have used more energy than you expected
- You have been sent an estimated bill that is wrong
- Your energy supplier has put prices up
- You are being charged for the wrong meter
- Your meter is faulty



Paying Energy Bills

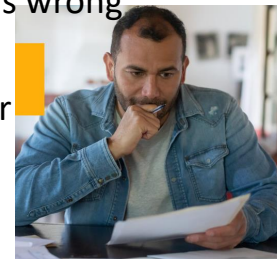


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SUGGESTIONS and TIPS

Charged too much



- Make sure you understand your bill
- Check if supplier has put prices up
- Send in meter readings if the bill is an estimate
- Get extra support from the Priority Services Register
- Only pay for what is your responsibility
- Find out what to do if you can't pay in full

Source: CAB
[Web Link](#)



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Understanding your energy bill

Start saving money by understanding your energy bills

Check your energy bill that you are:

- Being billed for the right amount
- Not building up debt
- On the cheapest tariff



Source: CSE



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SUGGESTIONS and TIPS

Understanding your bill



Checking your energy bill

Page 1

Mr G Smith
123 Fore Street
Newtown NT3 5ZZ

1 Account number 1234 0000 789
2 Bill date 16 February 2022

Your gas and electricity bill

Period: 10 November 2021 – 15 February 2022

Last period	
Balance on last statement (10 Nov 2022):	£10.50 in debit
Payments received:	£273.00 in credit
Direct Debit 25 November 2022:	£91.00
Direct Debit 27 December 2022:	£91.00
Direct Debit 25 January 2022:	£91.00
Your account balance on 14 February 2022:	£162.50 in credit

This period	
Previous account balance:	£162.50 in credit
Charges for this period (including VAT):	£304.78
Your new account balance:	£421.28 in debit

9 Could I pay less?
Your Personal Projection for the next 12 months for gas is £582.54, and for elec is £475.23 (based on your annual consumption, tariff prices, discounts and VAT)

Electricity	Gas
Our cheapest overall tariff	Our cheapest overall tariff
Online Fixed Saver September 2024	Online Fixed Saver September 2024
Estimated annual saving: £43	Estimated annual saving: £56

- Check that bill details are correct
 - Supplier name
 - Dates
 - Meter serial number
- Identify tariff and breakdown
- Make sure meter readings are actual not estimates
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Paying
Energy Bills



PB 4

Can't pay your energy bills?

Get support! - anyone can fall into energy debt

- Keep in regular contact with supplier
- Prepay isn't the only option, fuel direct or direct debit / budgeting card are also payment methods
- Alternative tariffs/switching
- If you receive income related benefits your supplier will generally offer debt repayment at £3.70 per week



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SUGGESTIONS and TIPS

Energy Supplier
Debt



Contact your supplier to request:

- a review of your payments and debt repayments
- payment breaks or reductions
- more time to pay
- access to hardship funds
- advice on how to use less energy
- Register for Priority Services if you are in a vulnerable situation

Source: Ofgem
[Web Link](#)



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Paying Energy Bills



PB 5

Should you Register for Priority Services?

Registration:

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

You are 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



Paying Energy Bills



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SUGGESTIONS and TIPS

Priority Services Register



Get on the Priority Services Register for your supplier who sends bills and 'network operator' (Cadent, National Grid)

- Fill in your energy company's priority services form
- Give them your contact details and as much information as you can about your needs
- Your supplier can pass details to your network operator to add you to their register too
- If you have a different supplier for gas and electricity, you need to contact them both

Source: Ofgem
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Source: Ofgem
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Paying Energy Bills



PB 6

Consumer Rights to Supply

- Domestic electricity and gas supplies are governed by law
- Consumers have rights to be supplied
- Energy companies have obligations
- Any new customer has the right to a supply of electricity without proving they own or rent the home
- However, customers 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 (BEAM)



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SUGGESTIONS and TIPS

Consumer Rights



Choose the best payment method for you. Energy suppliers must offer different payment methods

- Direct Debit
- Payment on receipt of bill
- Monthly payment scheme
- Prepayment meters
- Fuel direct

All payment methods can be stressful though if you are on low income

Source: BEAM
[Web Link](#)



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Paying
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PB 7

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
 - By phone call or text message
 - By email or a pop up on a website



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SUGGESTIONS and TIPS

Energy Scams



The best way to spot an energy scam is to stay vigilant and know what to look out for. Key scam signs:

- 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

Source: Cadent
[Web Link](#)



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Paying Energy Bills



PB 8

Dealing with energy suppliers about

- Energy debt on credit meters
- Energy debt on prepayment meters
- Complaints
- Billing and payment queries
- Most appropriate tariffs
- Switching suppliers
- Gas leaks and electricity supply problems

All involve being able to contact and deal your energy supplier



Paying Energy Bills



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SUGGESTIONS and TIPS

Dealing with
Energy Suppliers



Getting good service

- Access your account through the web
- Know how to report emergencies
- Understand payment methods and plans
- Consider applying for Priority Services Register
- Use complaints service

Source: CSE
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Managing Energy Debts

- If someone has multiple unpaid/out of control debts or at risk of this they should always **seek advice from specialist debt advisors!**
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Energy Supplier Debt



- Work out which debts to deal with first - these area 'priority debts' that can cause you particularly serious problems if you don't do anything about them
- Council Tax is a good example of a priority debt; it can quickly end up with bailiffs
- It is always better to speak up and ask for support from your energy company and others owed money

Source: CAB
[Web Link](#)



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- It is always better to speak up and ask for support from your energy company and others owed money

Source: CAB
[Web Link](#)



SUGGESTIONS and TIPS

Energy Supplier Debt



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SUGGESTIONS and TIPS

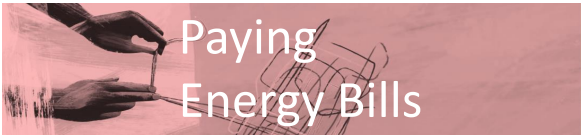
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