



## 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



# 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](#)

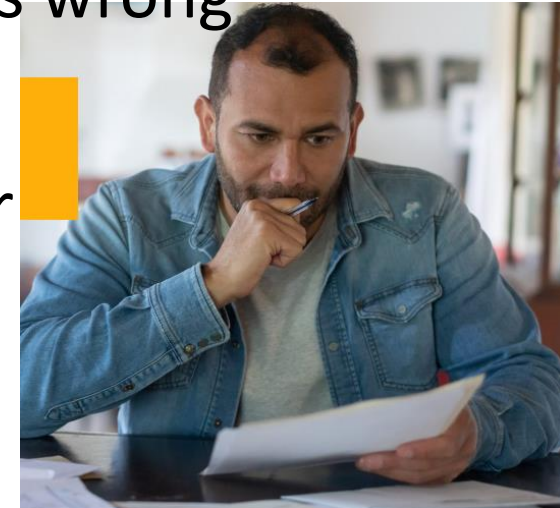




# Being charged too much for your energy?

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





# 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](#)





# 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



# 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** **2**  
Period: 10 November 2021 – 15 February 2022

Last period	
Balance on last statement (10 Nov 2022):	<b>3</b> £10.50 in debit
Payments received:	<b>4</b> £273.00 in credit
Direct Debit 25 November 2021:	£91.00
Direct Debit 27 December 2021:	£91.00
Direct Debit 25 January 2022:	£91.00
Your account balance on 14 February 2016:	<b>5</b> £262.50 in credit

This period	
Previous account balance:	<b>6</b> £262.50 in credit
Charges for this period (including VAT):	£304.78
<b>Your new account balance:</b>	<b>7</b> £42.28 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
<b>10</b> Our cheapest overall tariff	Our cheapest overall tariff
Online Fixed Saver September 2024	Online Fixed Saver September
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
- Identify standing charge

Source: CSE  
[Web Link](#)







# 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



# 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](#)







# 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



# 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

[Web Link](#)





# 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



# 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](#)





# 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



# 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](#)







## 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



# 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

[Web Link](#)





# 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!**
  - [Citizen's Advice](#)
  - [Money Advice Service](#)
  - [Advice UK](#)
  - [National Debtline](#)
  - [Step Change](#)



# SUGGESTIONS and TIPS

## Energy Supplier Debt

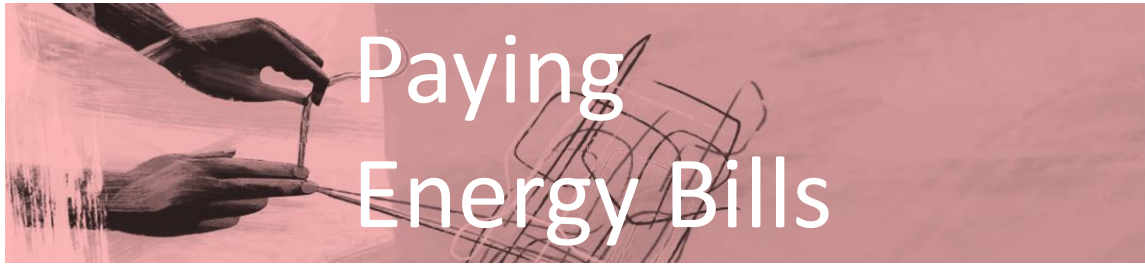


- Work out which debts to deal with first - these are 'priority debts' that can cause you particularly serious problems if you don't do anything about them
- Council Tax is a good example of a priority debt; it can quickly end up with bailiffs
- It is always better to speak up and ask for support from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

Source: CAB

[Web Link](#)





Create your own card!



# SUGGESTIONS and TIPS

---



Create your own card!

QR Code