

Paying Bills



Managing your Energy Bills

- Managing your energy bills involves understanding how much energy you're using, ensuring you're on the best tariff, and taking steps to reduce consumption.
- It's about staying in control of your energy costs and seeking help if needed.



Managing your Energy Bills

SUGGESTIONS & TIPS



Monitor Your Energy Consumption

- Regularly check your meter readings to track usage, avoid overcharging, identify high-energy appliances and consider energy-saving options.

Choose a Suitable Payment Method

- Options include direct debit, prepayment meters, or monthly schemes.

Seek Financial Support

- Explore schemes like the Warm Home Discount or speak to your supplier for advice on managing payments.



Paying Bills



Your right to an Electricity Supply

- You have a legal right to access electricity and gas services, even if you're new to a property or switching providers. By law energy suppliers in the UK must provide electricity and gas services to domestic customers.



Your right to an Electricity Supply

SUGGESTIONS & TIPS



Understand Your Rights

- Suppliers cannot refuse service without a valid reason (e.g. unpaid bills or safety concerns).

Choose a Payment Plan

- Select from various options like direct debit, pay-as-you-go, or deductions from benefits.

Know Exceptions

- Be aware of situations where supply may be restricted, such as meter tampering or refusal to pay a deposit.

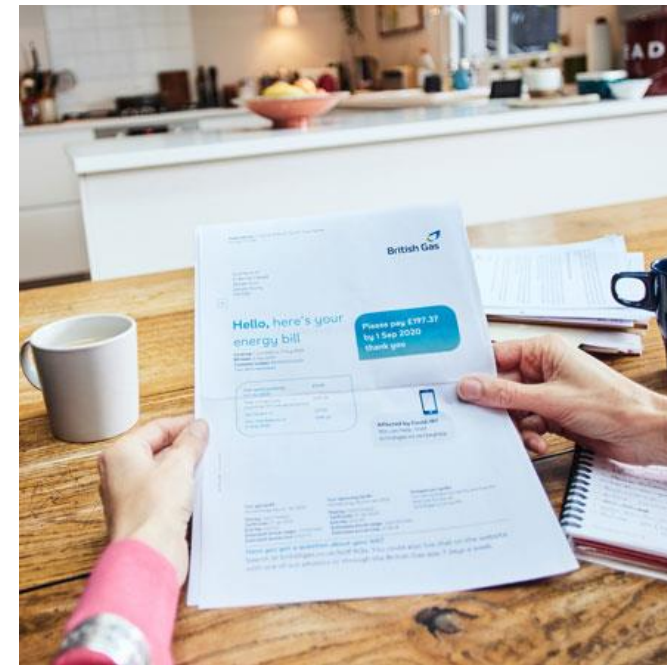


Paying Bills



Check your Energy Bill Carefully

- Reviewing your energy bill ensures you're paying the correct amount and helps identify errors or unexpected charges.
- It's a vital step to prevent overpayment and to keep you informed about your energy usage.



Check your Energy Bill Carefully

SUGGESTIONS & TIPS



Verify Bill Details

- Check the supplier's name, billing dates, and meter readings (ensure they're actual, not estimated).

Understand Charges

- Learn how standing charges and unit rates contribute to your bill. Compare usage with previous months.

Address Errors Promptly

- If you spot discrepancies, contact your supplier immediately to resolve issues.



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Priority Services Registration

- The Priority Services Register (PSR) is a free service offering extra support to customers who are vulnerable due to age, disability, or medical conditions.
- It ensures additional assistance and protection during emergencies.



Priority Services Registration

SUGGESTIONS & TIPS



Determine Eligibility

- You may qualify if you're elderly, disabled, chronically ill, pregnant, or have young children.

Register with Your Supplier

- Contact your supplier to sign up. They can also share your details with network operators for comprehensive support.

Benefits of Registration

- Access services like priority reconnections during outages, accessible billing formats e.g. large print, and protection against disconnection during critical times.



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What are Energy Scams?

- Energy scams are fraudulent attempts by individuals posing as energy suppliers or regulators.
- They aim to steal money or personal information by offering fake deals or issuing false threats.



**Beware
of scams**



You don't need to apply for the Energy Bills Support Scheme, and you won't be asked for your bank details at any point

**Help for
Households**

What are Energy Scams?

SUGGESTIONS & TIPS



Recognise Scams

- Be cautious of unsolicited calls or emails and verify the identity of anyone claiming to represent your supplier.

Protect Yourself

- Never share financial or personal details with unverified sources.

Report Scams

- Contact your supplier and report suspicious activities to Citizens Advice or Action Fraud for further assistance.

