

Moving into a new house?

When you move into your new house you should:

- Take meter readings on the day you move in and send these to your energy supplier - take a photo so it's time stamped
- Contact your new supplier and tell them you've moved in

If you don't know who your supplier is, our website can help you find them: citizensadvice.org.uk/find-your-energy-supplier

If your new house has a prepayment meter where you top up a key or card at a local shop or Post Office, then contact the supplier straight away. Make sure you don't use a key or a card, or put any money on the meter until you've spoken to them.

Energy supplier gone bust?

You still have gas and electricity. The gas and electricity regulator, Ofgem, will move you to a new supplier but this may take a few weeks.

Here's what you can do:

- Don't switch tariff or supplier while your account is being moved to the new supplier
- Take meter readings and keep your energy bills
- Make a note of your account balance - you'll find this on your most recent statement

Your energy meter

Your energy meter will be somewhere in your home, normally in a cupboard. In a flat, it may be found on the ground floor and should be labelled. If you don't know where the meter is, you should check with your landlord or letting agent.

If you don't have a smart meter, or it isn't working in smart mode, it's important to send regular meter readings to your supplier so they can bill you accurately for the energy you've used. If you don't send them readings, they'll estimate your usage. This means your bill might be too high or low.

To find out how to read your meter, visit: citizensadvice.org.uk/read-energy-meter

Fuel Vouchers

If you can't afford to top up your prepayment meter, you might be able to get a fuel voucher.

You'll get the voucher as a code in a letter, text message or email that can be redeemed at a local convenience store (signed up to Paypoint) or Post Office (signed up with Payzone).

Your local council might be able to help you get a fuel voucher - find your local council on [GOV.UK](https://gov.uk). Get help from an adviser if you're still not sure whether you can get a voucher.

Struggling to pay your bills

If you're struggling to pay your energy bill, you should speak to your supplier as soon as possible and let them know. Your supplier should put you on a repayment plan and take into account how much you can afford to pay.

Grants and benefits to help pay your bills

- Energy suppliers have grants to help customers pay off their debt - you should contact your supplier to ask about this
- You might be able to get a grant from a charitable trust to help pay off your energy debt. You can find out more at: turn2us.org.uk/get-support

If you're a student, your university might have welfare support for students who are struggling.

If you need extra support

You can apply to be added to your electricity network Priority Services Register. You can apply even if you don't have an energy supplier - for example if you live in a park home and pay the park owner for your energy.

Fill in the form on your electricity network's website to apply. You can find this by going to thepsr.co.uk and entering your postcode - this will provide a link through to the form you need to complete.

Need advice managing your energy bills?

Citizens Advice can help you understand your bills, and find out what extra support is available.

Call our consumer helpline for advice on energy: **0808 223 1133**

To contact a Welsh-speaking adviser: **0808 223 1144**

Call our debt helpline if you're having issues with money and debt: **0800 240 4420**

Our helplines are available 9am to 5pm, Monday to Friday. They are not available on public holidays. Calls are free from mobiles and landlines.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: dial **18001** followed by the phone number. You can use Relay UK with an app or a textphone.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for the people we help on issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

Advice correct at time of printing. For the very latest information, please visit citizensadvice.org.uk/energy



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What you need to know about energy



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advice**