

Speak to your energy supplier

If you owe your supplier money, you should speak to them as soon as possible.

Your supplier has to help you and negotiate a deal that works for both of you.

Agreeing a payment plan

You should try to agree a payment plan with your energy supplier. You'll pay the money you owe back in instalments over a set period of time.

When agreeing a payment plan your supplier must take into account:

- How much you can afford to pay
- How much energy you'll use in the future

Other help you might be able to get

You might also be able to get grants or benefits to help you pay the debt.

National providers of free debt include Citizens Advice, StepChange and the National Debtline.

Seek debt advice

Energy bill debt is classed as a 'priority debt' which means it should be dealt with before other debts such as credit card debt.

If you're in debt to your supplier you should get debt advice from a reputable organisation or charity.

A debt charity will help you with a long term strategies to reduce your debt.

Not all debt advice is trustworthy so you should make sure you're getting advice that you can trust.

National providers of free debt include Citizens Advice, StepChange and the National Debtline.

Save energy around your home

There are some easy things you can do around your home to save energy and money.

You could:

- Check your central heating controls
- Use your appliances more efficiently
- Keep heat inside your home

But make sure you keep your home warm enough so there's less risk of your home becoming damp and you getting ill. And make sure you keep essential appliances, such as your fridge, switched on.

You might also be able to get help towards the cost of making your home more energy efficient such as the cost of a new boiler.

If you use a prepayment meter

If you owe money to your supplier and you use a prepayment meter, you'll pay back a bit of the debt each time you top up. Tell your supplier if you can't afford this.

Your supplier has to take into account what you can afford.

Check if you can get a fuel voucher

If you're struggling to top up your prepayment meter, you might be able to get a fuel voucher.

This is a code given to you in a letter, text message or email that you use to add credit to your meter.

Your local council might be able to help you get a fuel voucher. You can search for your council's details on **gov.uk**.

If you need more help

The Citizens Advice consumer service can help you if you're struggling with your energy bills.

Visit **citizensadvice.org.uk/consumerservice** for more information on how to contact them

You can also contact your local Citizens Advice for help. Visit **citizensadvice.org.uk/contactus**

Citizens Advice helps give people the knowledge and confidence they need to find their way forward – whoever they are, and whatever their problem.

Our network of charities offers confidential advice online, over the phone, and in person, for free.



Citizens Advice October 2024
Citizens Advice is an operating name of
The National Association of Citizens Advice
Bureaux. Registered charity number 279057

Are you in debt to your energy supplier?

The steps you should take



**citizens
advice**

