

Poster toolkit

Helping you be #EnergyAware



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Using this guide/the posters

This guide has been created to show the range of posters available for you to print. You can add your logo to any of the posters, we have also included a few blank poster templates for you to add your own messaging, which may be useful if you find you have common questions.

File formats available: PDF, JPEG and Word

Four free information posters


We have a printed poster pack available for free, on request. Please email: stakeholders@ofgem.gov.uk, stating the number of packs you need and the name/address to post them to.



Complaining to your energy company

Do you need to complain to your energy company?
Energy suppliers must have a complaints process that is clearly set out to customers, is adequately resourced and fit for purpose.
Visit www.ofgem.gov.uk/EnergyAware for more information.

Helping you be #EnergyAware
www.ofgem.gov.uk/EnergyAware ofgem




Energy Bill Support Scheme voucher
Claim within 3 months

This Winter, everyone is entitled to a £400 discount on their energy.

Most people will automatically have this applied to their bill. BUT if you have a pre-payment meter you might receive it as vouchers.

Be #EnergyAware and make sure you claim your energy discount.

Helping you be #EnergyAware
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Priority Services Register

Do you or someone you know need help need extra help managing your energy?
If so the Priority Services Register could help. This is a free service provided by your supplier and network operator.

Find out more at www.ofgem.gov.uk/EnergyAware

Helping you be #EnergyAware
www.ofgem.gov.uk/EnergyAware ofgem



The Household Support Fund is a scheme to help you with essentials such as utility bills and is run by local councils.

For more information and to apply for the fund, search your local council's website.


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Understanding your bill


Filename: Help understanding your bill.jpg

Need help understanding your energy bill?

It is made up of various costs including

	Account no. xxxxxxxx
Energy	£70
Infrastructure Costs	£10
Supplier operating costs	£6
Social and Environmental Commitments	£4
Adjustments	£1
Billing Costs	£1
Other Costs	£1
Supplier Profit (before tax)	£2
VAT	£5
<hr/>	
Total: £100	

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Scam aware

Filename: Scam aware poster.jpg

An illustration for a 'Scam Aware' poster. It features two smartphones. The left smartphone is orange and shows a woman with dark hair and rosy cheeks, wearing an orange sweater, looking down with a sad expression. The right smartphone is blue and shows a man with dark hair and rosy cheeks, wearing a dark blue sweater, looking distressed with his hand to his face and a white thought bubble above his head. The background is a dark, textured blue-green. Below the smartphones, the text 'Scam Aware' is written in large, white, bold letters. Underneath that, there are two paragraphs of white text. At the bottom left, it says 'Helping you be #EnergyAware' and 'www.ofgem.gov.uk/EnergyAware'. At the bottom right, the 'ofgem' logo is displayed in orange.

Scam Aware

There are reports of text, email and phone scams impersonating energy firms, the government and Ofgem.

For example, thieves claiming your energy supply has switched or you can receive the £400 government energy rebate if you give your payment details.

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Average unit rates

Filename: Average unit rates poster.jpg

There are two costs that make up your energy bill

These are the cost of the energy and the daily standing charge.
The **average costs** under the current Energy Price Guarantee are;

Electricity

The daily standing charge for electricity is 46p
Energy unit rate costs are 34p per kWh for electricity

Gas

The daily standing charge for gas is 28p
Energy unit rate costs are 10p per kWh for gas



If you use more energy your bill will be higher

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Winter help

Filenames: Winter help poster.jpg

Need help with your energy bills?



Helping you be #EnergyAware
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Many energy suppliers offer schemes or grants that can help with home heating and energy costs. You can also apply for extra support such as the Winter Fuel Payment, Warm Home Discount and Priority Services Register.

Visit www.ofgem.gov.uk/EnergyAware to check what you are eligible for.

Help with bills

Filenames: Help with bills poster.jpg Help with your energy bills poster 2.jpg

Need help with your energy bills?



Helping you be #EnergyAware
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Do you or someone you know need help with bills?



Helping you be #EnergyAware
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Get the help you need with energy bills. Many energy suppliers offer help with home heating and energy costs. You can apply to receive the Winter Fuel Payment or Warm Home Discount if you need extra support. See if you're eligible at: ofgem.gov.uk/EnergyAware

Priority services register

Filename: Priority service register poster 1.jpg

Priority service register poster 2.jpg

Priority service register poster 3.jpg



Priority Services Register



Do you or someone you know need help need extra help managing your energy? If so the Priority Services Register could help. This is a free service provided by your supplier and network operator.

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Priority Services Register


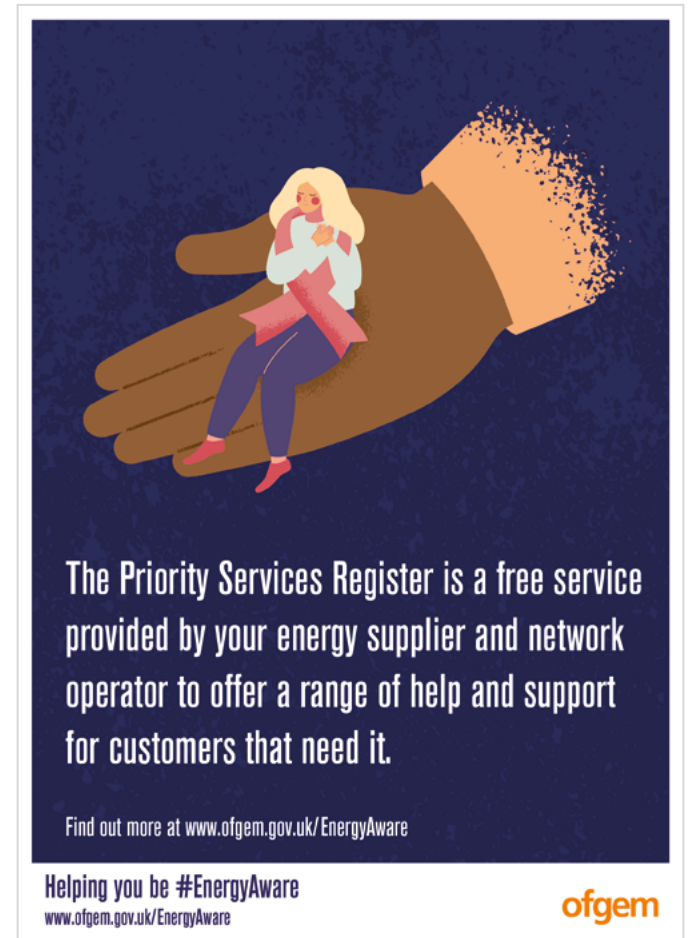


Do you or someone you know need extra help managing energy bills?

The Priority Services Register could help. This free service provides a range of measures if you or someone you know needs extra support.

Find out more at www.ofgem.gov.uk/EnergyAware


Helping you be #EnergyAware
www.ofgem.gov.uk/EnergyAware



The Priority Services Register is a free service provided by your energy supplier and network operator to offer a range of help and support for customers that need it.

Find out more at www.ofgem.gov.uk/EnergyAware

Helping you be #EnergyAware
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Household support fund

Filenames: Household support fund poster 1.jpg Household support fund poster 2.jpg



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For more information and to apply for the fund, search your local council's website.

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Complain to your energy company

Filename: Complaining to supplier poster.jpg



Complaining to your energy company

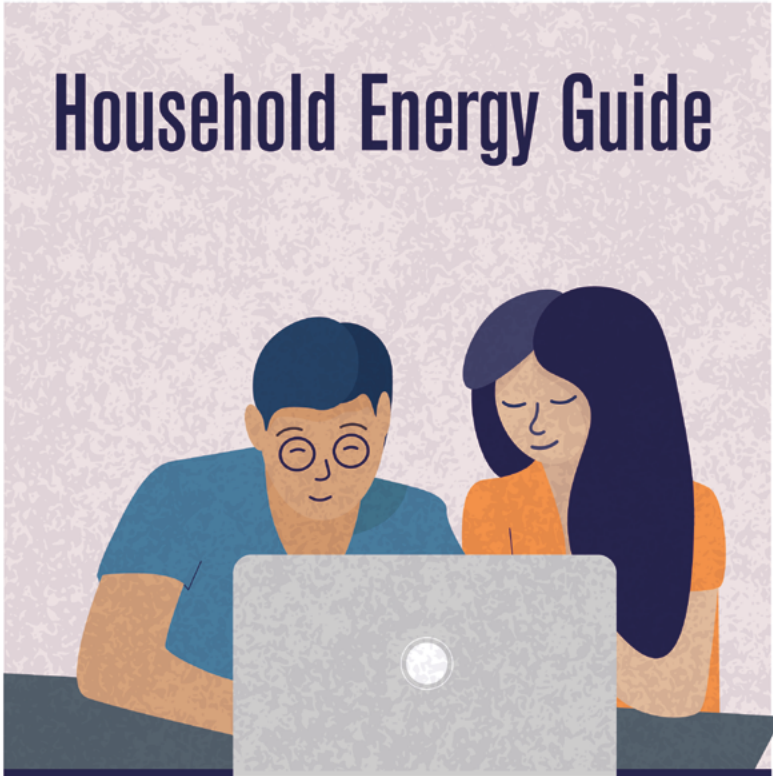
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Household energy guide

Filename: Household energy guide poster.jpg



Household Energy Guide

Our household energy guide can help you understand your energy rights. You can also find out who to contact and what to do if things go wrong.

Read the guide at: www.ofgem.gov.uk/EnergyAware


Helping you be #EnergyAware
www.ofgem.gov.uk/EnergyAware

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Getting energy advice

Filename: Getting energy advice poster.jpg


Getting energy advice



There are many organisations that can help and advise you if you're struggling with your energy bills. But first contact your supplier for advice and make sure you are receiving all the support available to you.

Visit ofgem.gov.uk/EnergyAware to find out more.

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www.ofgem.gov.uk/EnergyAware




Household appliance usage

Filename: Appliance usage cost poster.jpg



Unredeemed EBSS vouchers

Filename: EBSS Vouchers poster.jpg



The illustration shows a hand in a yellow sleeve holding a red-bordered voucher. The voucher has the text 'Energy Bill Support Scheme voucher' at the top, followed by two horizontal lines for input. At the bottom of the voucher, it says '**Claim within 3 months**'. The background of the entire poster is a light blue textured pattern.

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Most people will automatically have this applied to their bill. BUT if you have a pre-payment meter you might receive it as vouchers.

Be #EnergyAware and make sure you claim your energy discount.

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Blank posters (x3)

Filename: Blank poster style 1.jpg Blank poster style 2.jpg Blank poster style 3.jpg

