

# Appliance usage costs



## Washing Machine

**Cost (average use)**  
£39.60 - £59.40 per year

**Cost (single use)**  
18p - 27p

**Average time used**  
220 times per year



## Dishwasher

**Cost (average use)**  
£47.84 per year

**Cost (single use)**  
22p

**Average time used**  
215 cycles



## Tumble dryer

**Cost (average use)**  
£88 - £216 per year

**Cost (single use)**  
73p - £1.82

**Average time used**  
2x per week



## Fridge

**Cost (average use)**  
£47 per year

**Cost (single use)**  
9p - 24p per day



## Hairdryer

**Cost (average use)**  
£14 per year

**Cost (single use)**  
6p - 68p

**Average time used**  
8 minutes



## TV

**Cost (average use)**  
£21.46 - 27.03 per year

**Cost (single use)**  
2p an hour



## Microwave

**Cost (average use)**  
£48.48 per year

**Cost (single use)**  
8p - 10.2p



## Kettle

**Cost (average use)**  
£32.76 per year

**Cost (single use)**  
9p

**Average time used**  
5 mins



## Oven

**Cost (average use)**  
£109.50 per year

**Cost (single use)**  
30p



# 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

Helping you be #EnergyAware

[www.ofgem.gov.uk/EnergyAware](http://www.ofgem.gov.uk/EnergyAware)

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# Complaining to your energy company

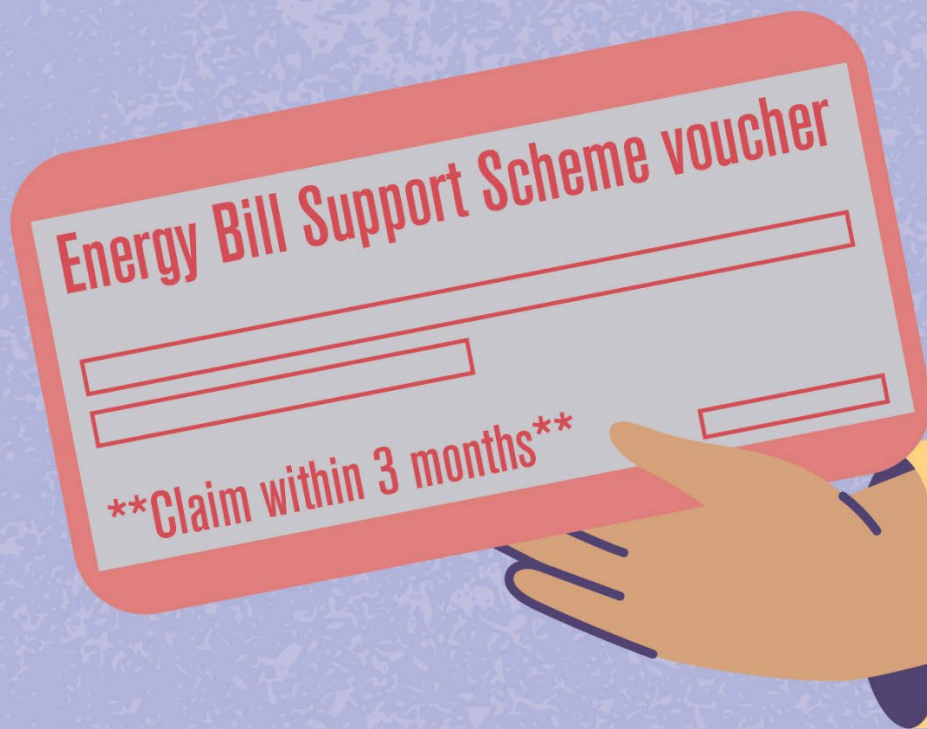


**Do you need to complain to your energy company?**

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](http://www.ofgem.gov.uk/EnergyAware) for more information.





**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.**



# 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](https://www.ofgem.gov.uk/EnergyAware) to find out more.

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# 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	



# Need help with your energy bills?



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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](http://www.ofgem.gov.uk/EnergyAware) to check what you are eligible for.

# 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](http://ofgem.gov.uk/EnergyAware)



# 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](http://www.ofgem.gov.uk/EnergyAware)

Helping you be #EnergyAware

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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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# 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](http://www.ofgem.gov.uk/EnergyAware)

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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](http://www.ofgem.gov.uk/EnergyAware)

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# 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.

Helping you be #EnergyAware

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