

Are you struggling to pay for your energy?

Energy debt: know your rights



You are not alone. Even if you owe money to your energy supplier, **there are rules that protect you.**

Your supplier must try to help you, **get in touch with them early.** Their details are on your bill or online account.

Know your rights



Fair treatment

Your supplier must treat you fairly. They must consider your circumstances such as ill-health, pregnancy, low income or other situations which mean you need support.



Clear and correct bills

Suppliers must use meter readings you provide to send clear and correct bills in a way you understand.

You can ask for bills in braille, audio, or another format that helps you understand.

If you didn't get a bill, your energy supplier can't charge you for energy used over a year ago unless you've made billing hard.



A fair repayment plan

If you're in debt, you may be able to agree a plan with your supplier to pay it back slowly in a way you can afford.



Support and advice

Your supplier must offer support that fits your needs, such as a better energy tariff or directing you to independent free debt advice from organisations such as Citizens Advice.

If you're behind on repayments, talk to your supplier. You might be able to take a break.

You can change how you pay. Talk to your supplier to see if a pre-payment meter works best for your situation.



Access to financial support

If you're eligible your supplier will help you find the right support, like hardship funds and schemes.

Even if you're in debt, you can still complain to your supplier if you feel unfairly treated. If your supplier doesn't resolve it, the independent Energy Ombudsman can help. You can find out more at www.energyombudsman.org/contact-us.



Being cut off from your energy because you owe money is very rare. It's in your suppliers' best interest to help you.

You can get independent, free debt advice from a range of organisations. Here are some below:

Citizens Advice

England: 0800 144 8848

Wales: 0800 702 2020

Scotland: 0800 028 1456

Stepchange

0800 138 1111

www.stepchange.org/

National Debtline

0808 808 4000

nationaldebtline.org/

Energyadvice.scot

0808 196 8660

energyadvice.scot/

You can find others and more information on Ofgem's website www.ofgem.gov.uk/information-consumers

