



Promoting choice and value  
for all gas and electricity customers



# Energy Best Deal



- Gas and electricity prices have risen but there are still ways to cut the cost of your energy bills
- Developments in the energy market have made it easier for you to shop around and choose the best deal
- Energy Best Deal can help you pay no more than you need to

# Information required in making an informed choice



- Annual statement or copy of last few bills;
- If you use a card, token or key meter have an idea of how much you spend a week/month on energy;
- The name of the tariff you are currently on (if you don't know contact your supplier);
- How much was spent on energy in the last year;
- How you currently pay for your energy; and
- Your postcode.

# Is changing supplier risky?



- There is no danger of your energy supply being disconnected
- You will not need a new meter
- The gas and electricity you receive in your home will remain the same
- The only difference you will see is that your bill will be from your new supplier



## Is it worth changing supplier while prices are rising ?

- If you have never switched supplier it is always worth considering shopping around
- When prices are rising some customers may seek protection through special deals (e.g. fixed or capped price deals)
- Your supplier may have a cheaper tariff that you are eligible for – talk to them

# Can everyone switch?

- Most people can switch supplier
- This includes people on token, key or card meters

BUT

- If you rent your home the landlord may say in the lease that you cannot change your supplier



# Comparing prices

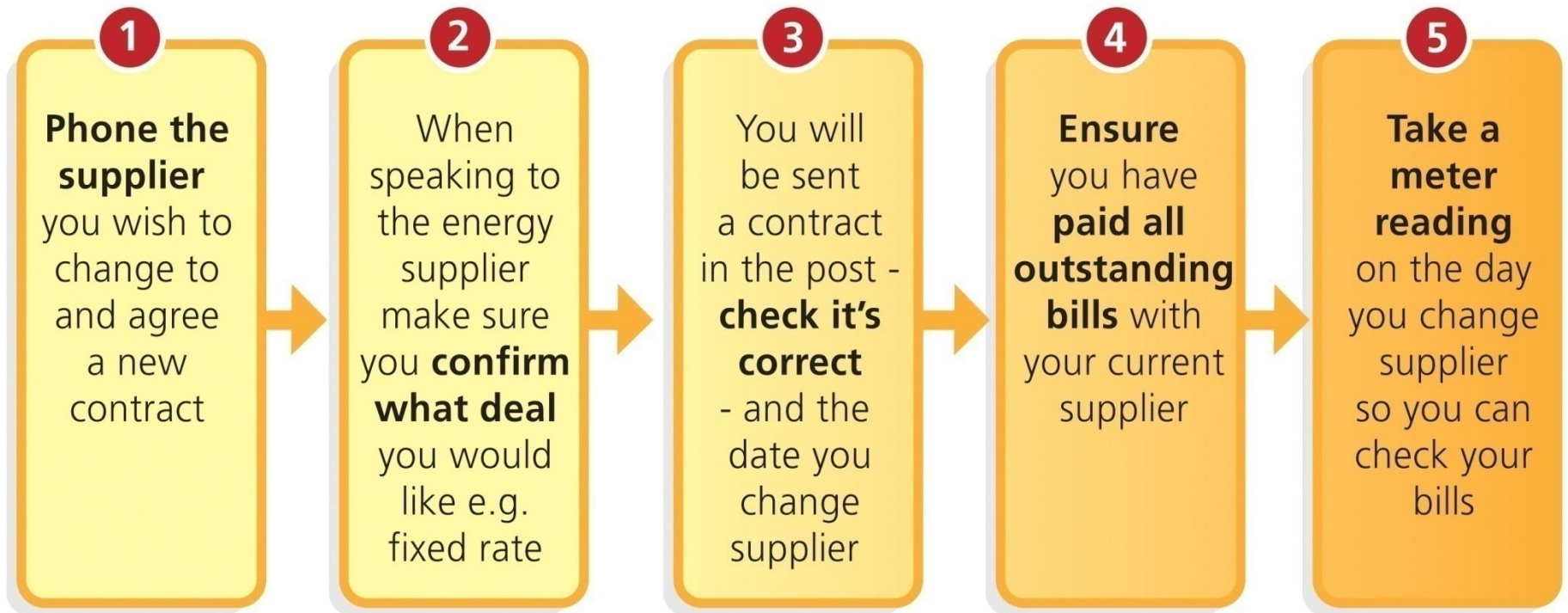


- To compare prices you need your annual statement / last couple of energy bills or an idea of how much you spend a month if you have a card, key or token meter
- Consumer Direct, the consumer body can send you the prices available in your area by post – just call 08454 04 05 06
- Approved online price comparison sites are listed on [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk)
- Or you can phone suppliers direct





# How to switch your supplier





# Choosing the right deal for you



You don't have to switch supplier, you could save money just by the way you pay your bill, for example:

## Dual fuel

- Getting your gas and electricity from the same supplier
- Many suppliers offer a discount if you opt for dual fuel

## Fixed rate

- This means the price of your energy will not change for the duration of the deal (note that there may be a penalty for leaving the deal early)

## Internet deals

- Offer discounts for customers who move to online accounts (note that there may be a penalty for leaving the deal early)



## Direct debit

- Payments for your energy come straight out of your bank account

## Standard credit

- Paying your bill by cheque, cash or plastic

## Token, key or card meters

- You pay in advance for your energy by charging a card, key or buying tokens



# Getting help with your energy bills



- Most energy suppliers offer some form of help to customers struggling to pay their energy bills
- Customers receiving certain state benefits can get money off bills through the Warm Home Discount scheme
- If you think you might be eligible for Warm Home Discount or if you have difficulty paying your energy bills, contact your supplier immediately to see what help is available
- The Home Heat Helpline also offers advice about Warm Home Discount and for people having difficulties in paying for their bills on 0800 33 66 99

# Help from the Government



## Winter Fuel Payment

- Nearly everyone over the age of 60 is entitled to a winter fuel payment. This varies from £100 to £300 depending on your individual circumstances.
- If you have not been receiving this payment call the Winter Fuel Payment Helpline on 08459 15 15 15.

# Developments in the energy sector



Suppliers are now required:

- To provide better information on bills
- To provide you with an annual statement
- To allow card, key or token meter customers to switch even if they have debts of up to £200
- To not charge you more for one payment type than another, unless the charges can be justified by cost
- To have their doorstep salespeople provide you with written estimates and sales literature that is clear, accurate and easy to understand

# Cutting your energy bills by making your home more energy efficient



- Energy suppliers are obliged by the government to offer you help in doing this
- So contact your energy supplier to see what help is available. Help may include free energy efficient light bulbs or insulation
- The Energy Saving Trust who can offer advice on energy efficiency on 0800 512 012

# Initiatives where you live



**Warm Front (England):** can provide a package of insulation and heating improvements, for qualifying households up to the value of £3,500 (or £6,000 if oil, low carbon or renewable technologies are recommended). For more information contact Warm Front on 0800 316 2805

**NEST(Wales):** provides energy improvement work if you receive a means tested benefit, your property has an energy efficiency rating of F or G and is privately owned or privately rented. For more information contact [www.nestwales.org.uk](http://www.nestwales.org.uk)



# Energy Best Deal – act now to cut your energy bill



- If you don't want to switch supplier make sure you are on your supplier's cheapest tariff, and if not change
- Contact your energy supplier for help on energy efficiency
- If you are on a low income contact your energy supplier to see what help is available

The 2011/12 Energy Best Deal campaign is supported by:

- British Gas
- EDF Energy
- E.ON
- npower
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