

Your Gas or Electricity Account

Bills

- Always open your bills and check them. Get someone to read them with you if you are not sure what things mean.
- If there is anything wrong with your bill let the gas or electricity company know as soon as possible. See page 4 for tips on how to do this.
- If it does not ask you to pay an amount then it is a statement, not a bill.
- Keep all your bills in one place in case you need them later.

Meter Readings

- Learn how to read your gas or electricity meter. Ask someone to show you how to do it.
- If your bill is estimated, your gas or electricity company has guessed how much gas or electricity you have used. Take a meter reading.
- Call your gas or electricity company to tell them what the reading is.
- If somebody comes to read your meter you should let them in. But ask them to show you proof of identity first.
- When you move in or out of a property, always note down your gas and electricity meter readings.



Payment plans

- If you have a payment plan for your gas or electricity you have to stick to it.
- If you can't make your payments tell your gas or electricity company straight away.

A typical gas or electricity bill

These are the things you can expect to see on your gas or electricity bill.

Name/Address
Check that your name and address are right.

Mr. A. Smith
21/2 Any Street
Anytown
AN23 2ST

Customer Helpline/Contact Number
This is usually found on the left hand side of the front page of your bill.

Customer Helpline:
0155 606 2000

Billing Dates
If you have just moved in, check that the bill does not cover any dates when you were not living in the house.

Your Electricity/Gas Bill
Bill Period 1/1/2018 - 1/4/2018

Meter Serial Number
The meter serial number on the bill should be the same as the number printed on your meter. If the number on your bill is different call your gas or electricity company to give them the right number.

Meter P123456S

| Previous | Present | Units | Pence Per Unit | Total |
|----------|---------|-------|----------------|---------|
| 12345 | 13345E | 1000 | 15.27p | £152.70 |

Standing or Fixed Charge
You need to pay this even if you have not used any gas or electricity.

Fixed Charge 98 days @ 26.01p
VAT @ 5%

£25.49
£8.91

Meter Point Reference Number or M Number (gas only). This is usually printed near the bottom of the bill, sometimes on the back page.

Brought Forward Balance
Payments
Amount To Pay

£300.00
£55.00
£432.10

Supply or MPAN number (electricity only). This is usually printed in two boxes on the bill, starting with a large S. If you have storage heaters you can have two different supply numbers.

M Number 1234567899

| | | | |
|---|----|-----------|-----|
| S | 01 | 838 | 101 |
| | 18 | 0002 1928 | 285 |

Your gas or electricity company
The name of your gas or electricity company is usually at the top of your bill.

Gas or Electricity Company Name

Account or Customer Reference Number
This is usually at the top of your bill.

Customer Reference Number:
1234 5678 999

Estimated Readings (E)
Meter readings are often estimated. If the 'present reading' has an E at the end, take a meter reading and call your gas or electricity company to give the reading to them as soon as possible.

Amount Used
The amount of gas or electricity that you have used is usually shown on the bill next to the meter readings.

The brought forward balance
If you did not pay all of your last bill the money you still owe is included in the total amount due.

Payments
Payments that you have made are usually shown on the bill. Check them against your receipts.

Total Due
This amount is how much you need to pay. Check what it says. If the total to pay has a minus sign (-) next to it, or the letters CR, you do not need to pay anything.

Talking to your gas or electricity company



- Get ready to make the call to your gas or electricity company. You will need:
 - The customer helpline/contact phone number (this is on your bill, see pages 2 and 3)
 - Your name and address
 - Your account number (this is on your bill)
 - A meter reading (see front page)
 - Think about what you want to say before you make the call and write it down.
- You may have to listen to a recorded message before you speak to an advisor. Listen to what it says and do what it tells you.
- At the end of the call check what has been agreed with the advisor.
- Write down the date, the name of person you spoke to, and what they said will happen.

If you have a problem

- Phone the company and tell them about the problem (follow the steps above).
- If they do not put things right get help. You can get help from your energy advisor or Citizens Advice Bureau (CAB).
- If they still do not put things right you can complain. Ask your gas or electricity company or your energy advisor how to make a complaint.

Useful Contact

Call Changeworks' Affordable Warmth Services - freephone from a landline or mobile on **0800 870 8800**

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