

## Help if your gas or electricity supplier goes bust

Don't panic. [Ofgem](#), the UK's independent energy industry regulator, is there to protect you if your supplier fails. This means you will not be left without gas or electricity and any payments you have made are protected.

### What you should do

1. Take a picture or a note of your meter reading(s). Continue to do this regularly so you will know how much gas or electricity you have used with your old supplier and how much with your new supplier.
2. If you can still access your gas or electricity bills online, log on to take a note of your current balance and last bill date. You can also download any bills and save copies.
3. If you pay by Direct Debit, don't cancel this. Your new supplier will be in contact to explain the next steps.

If you have already cancelled your direct debit, don't worry. It's a good idea to put that money aside for your bills so you don't have to catch up with gas or electricity payments later.

4. Wait. Ofgem will appoint a new supplier to take over your gas or electricity supply. This should only take a few days, though it might be several weeks before you hear from your new supplier.

Our advice is not to switch during this time. This will make sure the transfer to your newly appointed supplier is as hassle free as possible. Once your account is transferred, you'll have the choice of staying with the new supplier or looking around for another deal.

### Paying your bills

#### **You have a credit balance with the old supplier, will you get your money back?**

If you had a credit balance with your old supplier, it will be transferred to your account with your new supplier. Costs for any gas or electricity you've used, but not yet been billed for, will be deducted from your account balance.

#### **You were paying back a debt to your old supplier, does this get wiped?**

You will still have to pay this debt back. If your new supplier agrees to take on debts from your old supplier, you will pay this to them. Otherwise, you may have to pay it back to your old supplier or their administrator. Don't worry though, your new supplier will explain this to you and will let you know in writing what will happen.



## Your new supplier

### Will your gas or electricity bills be more expensive with the new supplier?

Possibly. Your old tariff will end completely, and the new supplier will put you on a special 'deemed' contract. This means a contract not chosen by you. This will last until you chose to change it.

### What can you do next?

The 'deemed' tariff might not be the cheapest deal your new supplier can offer. Once they have been in touch with you, you should ask them if they have a cheaper deal you can move to. This is a good time to shop around and see what other deals are out there and what best suits your needs. Changeworks' friendly Affordable Warmth Advisors can help you with this.

### You can't find an affordable deal, what else can you do?

Get in touch with Changeworks' Affordable Warmth Advisors today. Call free on 0800 870 8800 or email [warmth@changeworks.org.uk](mailto:warmth@changeworks.org.uk). We're open Monday to Friday, 9am to 5pm.

Our expert advisors can give advice to help you find the tariff that's right for you. If you are still finding your gas and electricity costs unmanageable, we can work with you to make sure you get the most for your money. This includes using your heating and appliances efficiently and accessing any discounts or grants you might be eligible for.

If you are paying back a debt, we may be able negotiate with your supplier to get you a more affordable repayment rate.

We can also work with our partners to make sure that you are getting the income you are entitled to.

All details correct on publication, September 2021.

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Contact Changeworks' Affordable Warmth Advisors:

**Call** 0800 870 8800 free **Email** [warmth@changeworks.org.uk](mailto:warmth@changeworks.org.uk) **Visit** [changeworks.org.uk](http://changeworks.org.uk)

We're open Monday to Friday, 9am to 5pm.

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