

Paying your energy bill

Our domestic customer statement

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Worried about paying your bill?

Most people experience financial difficulties at some time in their life, and we understand this. Please don't let your bill mount up – phone us straight away and we will do our very best to support you and agree a way forward. We have trained staff that will be able to provide you with energy efficiency advice which can assist in reducing your consumption. We also have a number of alternative payment methods available to assist you in paying for your energy use. We will offer the option of:

- paying for your energy through Fuel Direct a scheme run by the Department for Work and Pensions. Once set up payments will be automatically deducted from your social security benefit.
- paying through regular instalments. In calculating this we will take into account your ability to pay and where available any relevant information provided by other parties
- paying through the use of a prepayment meter, where it is safe and practical for us to install one. We can set the meter to collect any money you owe in instalments you can manage, along with your on-going energy costs.

We only ever disconnect as a very last resort, and will never disconnect customers who are vulnerable for reasons of ill health, age, disability or severe financial insecurity or cannot look after their own welfare or the personal welfare of other members of the household. In addition we will never disconnect a customer between October to March where we have reason to believe that the customer is a pensioner, lives alone or lives only with people who are pensioners or under 18 years old.

When might we disconnect?

- For safety reasons.
- In extreme circumstances, where we have exhausted all other avenues.
- Where we don't get access to install your PAYGO meter (which was being installed as a last resort payment option).

Sudden changes to your circumstances

If you think your circumstances may change, for example you may have guests staying, or move out of your home for a while, please let us know. This can affect how accurate our calculations are and we may have better tariffs to suit you.