

Plymouth Energy Community

STRUGGLING TO PAY YOUR ENERGY BILLS?

Tell your supplier as soon as you can that you are finding it difficult to manage your monthly payments.



Provide your supplier with a meter reading to make sure you know exactly how much you owe.



After you have given them a meter reading, you will receive an accurate bill. You can then work out your monthly usage and see what this means for your household budget.



If you can, make an offer of repayment for the debt. If you need help negotiating with your energy supplier, contact our energy advice team.



If you receive benefits, you might be able to repay your debt directly from your benefits through 'Fuel Direct', your Job Centre will be able to help with this



If you are still struggling to pay your energy bills, check to see if you can get a grant to help.

Support to help you pay your bills



Warm Home Discount: This scheme is changing. It will go up from £140 to £150. Some people will no longer need to apply and will receive it automatically, others will be contacted to provide further information to receive the grant. Contact your supplier for further information.



Winter Fuel Payments: If you were born on or before 26 September 1956 you could get a Winter Fuel Payment between £250 - £600 to help you pay your heating bills. This includes a Pensioner Cost of Living payment to help with increased energy costs.



Household Support Fund: Under the government Household Support Fund Scheme, you may be able to get help towards your winter energy bills. You can find more information on our website.



Energy Supplier Grants: You may be able to receive help directly from your supplier to pay towards the debts you have with them. The decisions are made on a case by case basis and will depend on different factors, such as your income and expenditure and the circumstances that contributed to your arrears.

Other help you may receive



Council Tax Energy Rebate: If you pay Council Tax and your property is Band A - D, you should have received a one-off payment of £150. There is also a discretionary fund if you do not meet the criteria (please contact Plymouth City Council).



Energy Bills Support Scheme: Electricity customers will receive a £400 grant which will appear as a credit from energy suppliers from October 2022. It will be paid in instalments spread over 6 months from October 2022. This will not need to be repaid.



There are further payments to help with the rising cost of living. These include:
£650 Cost of Living Payment for those on means tested benefits and/or
£150 Disability Cost of Living Payment.

If you are on a prepayment meter



If you can't afford to top up your meter, your supplier should offer you temporary credit which you will need to pay back at your next top up.



If you have run out of temporary credit and still cannot top up, contact your supplier as they may be able to offer further credit depending on your circumstances.



Your supplier may offer "friendly credit" or "friendly hours". The times that these are offered will vary between suppliers.



There may be some local charities that can offer you an emergency fuel voucher. You will not need to pay this back: however, there are likely to be qualifying criteria. A text with a code will be sent to your mobile phone and you can use this to top up at the shop in your normal way.

Our Energy Team can:

- Help to talk to your supplier
- Look at solutions to deal with your energy debt
- Discuss ways to reduce your energy usage
- Look for grants to reduce your bills
- Look for grants to make your home better insulated
- Maximise your income to make sure you are getting all your benefits
- Help with small measures such as LEDs to reduce your energy bills

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