



Department
of Energy &
Climate Change



Big Energy Saving Network Presentation

Session Objectives

To explain:

- payment and tariff options
- how to switch payment method and/ or tariff
- further assistance available – help with paying fuel bills, fuel debt advice or improving energy efficiency

Payment options

Check with existing supplier to see if there is a cheaper way of paying.

- **Direct Debit (monthly or quarterly)**
- Standing Order
- Cash, cheque, debit or credit card (on receipt of bill)
- Budget scheme or cash plan
- Prepayment meter (key or card)
- Third Party Deductions – Fuel Direct



Tariff options

Consider choosing a cheaper tariff with the existing supplier or another company.

Tariff types:

- Standard variable single rate with a standing charge
- Time of Use (e.g. Economy 7)
- Prepayment
- Fixed term
- 'Green'

Suppliers offer discounts for:

- Dual fuel
- Online



Why consider Switching?

- Get the best possible deal – why pay more than is necessary?
- Consumers who have never changed payment method or supplier could be paying more than they need to
- Long-term trend is for fuel prices to rise
- Winter is approaching
- Householders need to be able to heat their home for comfort and health

What to consider before switching?

- Can your existing supplier offer a better deal?
- Tariff prices and standing charges.
- Payment methods suited to you?
- Contract exit fees and tariff type – is it fixed term?
- Performance and complaints when deciding a new supplier
- Tenancy arrangements
- Warm Home Discount Scheme

Switching – impartial and accurate advice

The goenergyshopping.co.uk website; or

An accredited price comparison site

(Information can be accessed online or by telephone)



To ensure the consumer gets accurate information they will need :

- ❑ name of their current tariff
- ❑ payment method
- ❑ energy used over the last year
- ❑ property postcode
- ❑ MPAN number (on the electricity bill with a large S in front of it)





COMMUNITY
ENERGY SWITCH

WHAT WOULD YOU DO WITH AN EXTRA £254?*

*799 households cut their annual energy bills by an average of 25% (£254) when they switched to cheaper energy tariffs as part of Community Energy Switch's March 2015 collective.



**REGISTER TODAY WITH
NO OBLIGATION**

www.communityenergyswitch.org.uk
Freephone 0800 804 7247



COMMUNITY
ENERGY PLUS

Powered by  **energy helpline**

Switching – myth busting

**I'll be
disconnected**

**The pipes and
wires will have to
be changed**

**They'll dig up my
garden**

**I rent my home, pay
my own gas and
electricity bills, but
cannot switch**

**I cannot switch
because I owe my
supplier money**

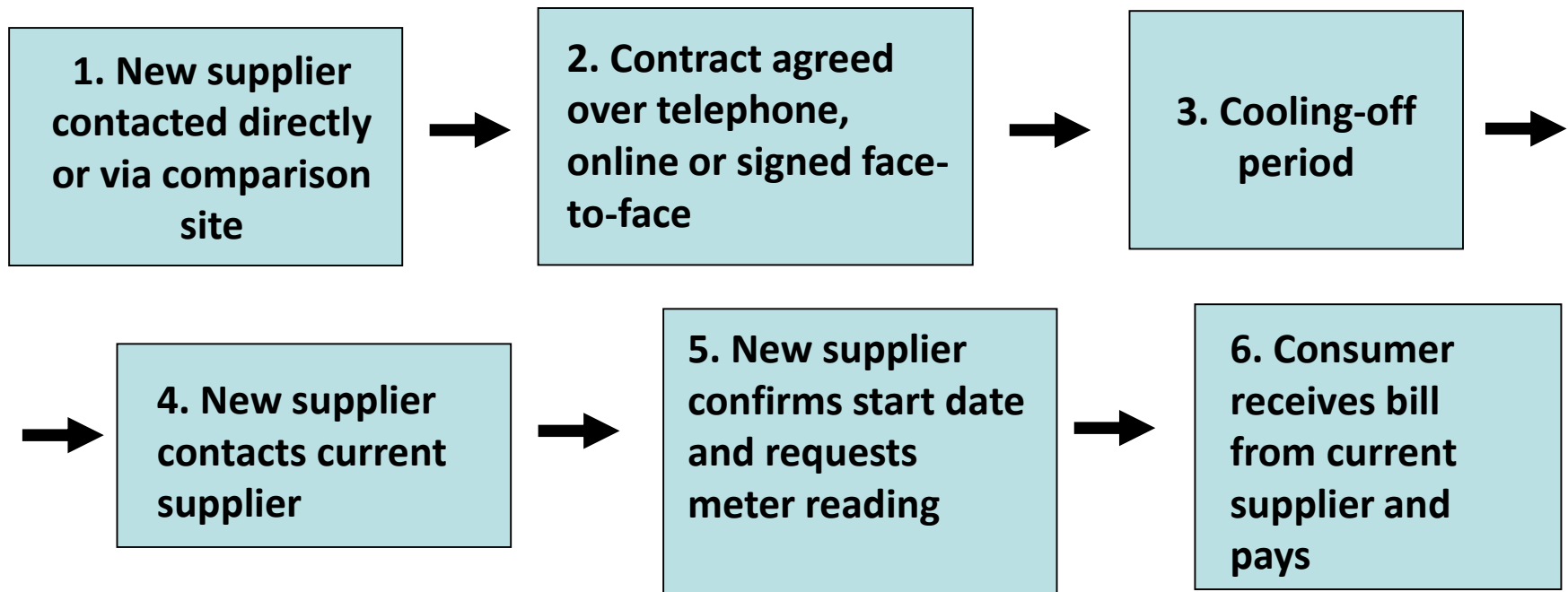
**I'll need new
meters**

**It's all very
complicated and
takes ages**

**They'll need to
come into the
house**

How to switch

Switch using an internet comparison site or contact the supplier.



Switch can take 3 calendar days, after a 14 day cooling-off period (during which the contract can be cancelled) – some suppliers can take longer.

Further assistance

Warm Home Discount – a £140 discount off electricity bill this winter for qualifying households



Energy Company Obligation (ECO) – offers free or heavily subsidised heating (e.g. boiler replacement and repair) and insulation (cavity wall and loft insulation) measures to qualifying households – people who own their home or rent from a private landlord



Priority Service Register – a range of free services provided by fuel suppliers and Distribution Network Operators for qualifying customers



Other Advice providers

Citizens Advice consumer service and
consumer helpline – 03454 04 05 06



The Home Heat Helpline provides advice on
managing energy costs

Telephone: 0800 33 66 99 or 0333 300 33 66



Energy Saving Trust (EST) and Energy Saving
Advice Service

Telephone: 0300 123 1234



End of Presentation