

HAVING PROBLEMS WITH YOUR ENERGY COMPANY?

KNOW YOUR RIGHTS!

If you are struggling to pay your energy bills and keep your home warm, remember you are not alone. 1 in 5 homes is in debt to their energy supplier and millions of households across the UK are in fuel poverty with this number on the rise.

Energy companies want to squeeze as much money out of us as they can; this means that they often fail to let people know some of their basic rights that may help with our situations. For example, if you have fallen behind on your bill payments they might tell you that you have to get a prepayment meter installed, but that isn't true. Here (please turn over!) we present 5 top tips that are useful to know when dealing with your energy company.

Please share these with your neighbours, family, and friends. Visit our website where you can read more useful information on dealing with energy companies in our mini-guide to your rights.

Get in touch with us, **FUEL POVERTY ACTION**, if you would like more information or support. Also get in touch if you want to get involved in sticking up for each other against the Big Six and for warm, healthy homes for all.

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KNOW YOUR RIGHTS!

CHALLENGING YOUR BILL

If your bill looks suspiciously high, it could be wrong. Take regular meter readings or take a photograph of your meter so that you can keep your own record and can use this to challenge high bills. Check all the details on your bill to make sure all the information is correct.

NEGOTIATE A PAYMENT PLAN

If you are in debt to your energy company, they have to help you come to a payment plan that you can afford; you should not be paying an amount that is causing you greater hardship. A good suggested amount to aim for in negotiations with your energy company is £3.00 per week per fuel. Energy companies have trust funds which you may be able to access to help pay off the debt.

RESIST PREPAYMENT METERS

If you are having a prepayment meter forced on you and you don't want one, let the energy company know that you are willing to pay through another method. Energy companies should not force a prepayment meter on you if your household has anyone who is considered vulnerable, for example, disabled people, pensioners, a household with young children, or where a household is a long way from a top-up point. Energy companies cannot install a prepayment meter against your will without a warrant from the court.

COURT SUPPORT

If your energy company has applied to the court for a warrant to enter your home and install a prepayment meter, you can attend court to challenge them. Get in contact with us and we will try to find someone to attend court with you for support.

SUPPORTING EACH OTHER

If you feel like you're battling the energy companies on your own, stay in touch with us and get involved! We can provide support with any of the above points. We want to help build a movement of people to support each other in challenging the Big Six bullies and create an affordable, sustainable, energy system controlled by us!