



WarmHomesEssex

Improving health through practical advice for fuel poor households

What to do if your energy supplier goes out of business?

You'll still have gas and electricity if your energy supplier goes out of business.

Don't switch tariff or supplier until your account is moved to the new supplier. You might find it harder to get any money you're owed if you switch before this happens. The gas and electricity regulator, Ofgem, will move you to a new supplier.

If your current supplier goes bust, you might have to wait a few weeks to find out who your new supplier is. They will contact you to tell you they've taken over your energy supply.

If your new supplier hasn't contacted you within 2 weeks check the Ofgem website to see who they are and contact them. While you're waiting to hear from your new supplier:

- If you have an online account, it's a good idea to log into it, check your balance and download any bills.

Before your new supplier contacts you, you should:

- take meter readings - it's useful to take a photo of your meter readings too
- keep any old bills you have - these can help prove your payment history, credit balance or debt
- make a note of your account balance - you'll find this on your most recent statement
- If you pay by direct debit, don't cancel it straight away. Wait until your new account is set up before you cancel it.

Once you've switched suppliers:

- Your new tariff might be more expensive than the old one. You should contact your new supplier to make sure you're on the best tariff for you.
- You can switch if you're not happy with your new supplier or tariff. You can do this without paying an exit fee.
- Again, don't switch tariff or supplier until your account is moved to the new supplier. You might find it harder to get any money you're owed if you switch before this happens.

For more information go to the Citizens Advice website
www.citizensadvice.org.uk

The team of energy specialists at Uttlesford Citizens Advice can check your benefit entitlements and offer advice on energy efficiency measures and home improvement grants. They can also compare deals and help you switch to a lower tariff; provide support to manage fuel related or any other debts and access emergency funds on your behalf, if needed.

Last year the team helped more than 200 families cut their bills, securing over £53,000 in additional benefits and grants.

It is important to know that **you don't have to be on benefits to access this support** - absolutely anyone can give them a call on 01799 618858 or email warmhomes@uttlesfordca.org.uk . Advice is always completely free and confidential.

Uttlesford Citizens Advice
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www.uttlesfordcab.org.uk