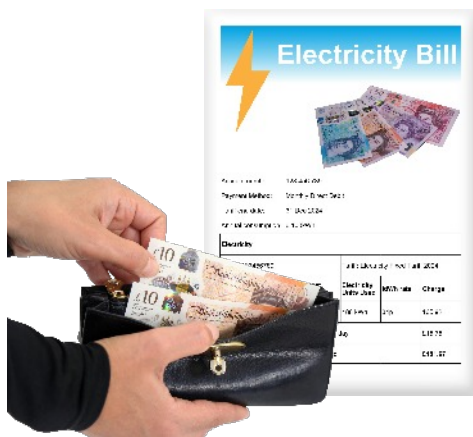




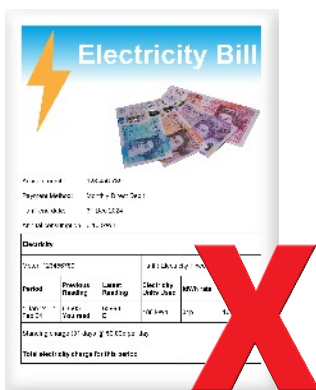
Very high gas or electricity bills



EasyRead version



If you think you are paying for more gas or electricity than you use, ask your energy supplier to check your bill.

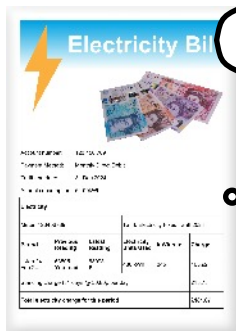


They may find mistakes in the bill, or help to explain the money you owe.



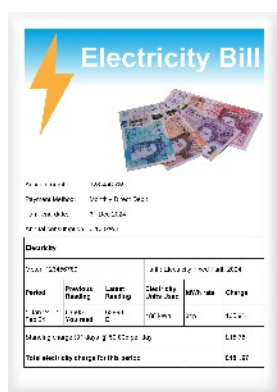
If your gas or electricity bill seems much higher than normal something may be wrong.

We want to help you work out why.



Check if the bill agrees with your meter reading

Your bill might be an estimate. This means it shows what your energy supplier has guessed you have used.



Your bill will show you what meter readings your supplier has used to calculate your gas and electric cost.

| Previous Reading | Latest Reading | Electricity Units Used |
|-------------------|-------------------|------------------------|
| 63505 You read | 63993 E | 488 kWh |

If your bill is estimated, there may be an E next to the gas or electricity reading. You can also ask your supplier if your bill is estimated.



If your bill has been estimated, you can read your own gas or electricity meter. Our website tells you how to read your electricity or gas meter:

www.cse.org.uk/advice/reading-your-gas-or-electricity-meter/



Then you can contact your supplier to tell them your meter reading so you will only pay for the gas or electricity you have actually used.

Check your smart meter is working



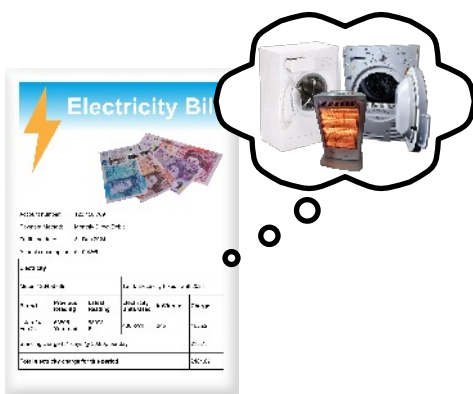
Your home may have a **smart meter**.

A **smart meter** tells your energy supplier how much gas or electricity you use. If you are not sure if you have a smart meter, or if you are not sure if your smart meter is working properly, you can ask your supplier.



Changing suppliers

When you change energy supplier you should always give your old and new supplier meter readings.



If you do not provide a meter reading to your old supplier, your final bill from your old supplier may be estimated.



When your old supplier does get a meter reading you might then be sent a new bill, which is asking for more money.

Appliances



Appliances are things in your home that use electricity.

Perhaps an appliance is costing a lot to use.



Some appliances use a lot of electricity. These include hot tubs, electric fires and tumble dryers.

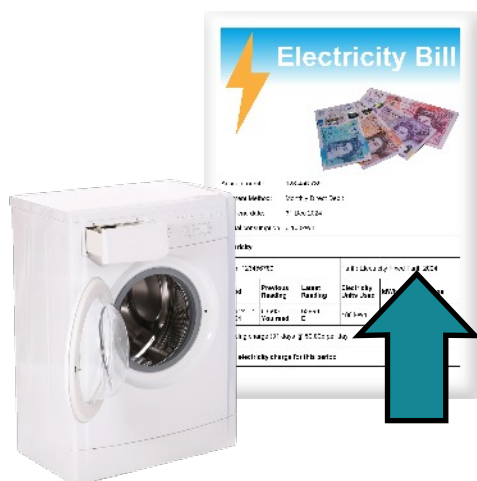


Old appliances can use a lot of electricity.



There is more information about how much appliances cost to use on our website: **www.cse.org.uk/advice/how-much-electricity-am-i-using/**

Look at your bill



If your bill has gone up since you bought a new appliance, check your bill.

Perhaps your new appliance is using more electricity.

Look at your In Home Display or Energy Monitor



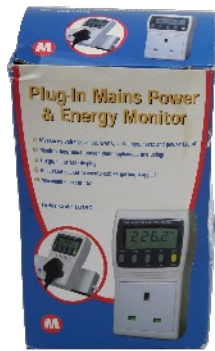
An In Home Display is a small screen which tells you how much gas or electricity you are using, and can help work out if an appliance is using a lot of electricity.



If you have a smart meter you can get an In Home Display, or you might already have one.



You can ask your energy supplier to put a smart meter in your home.

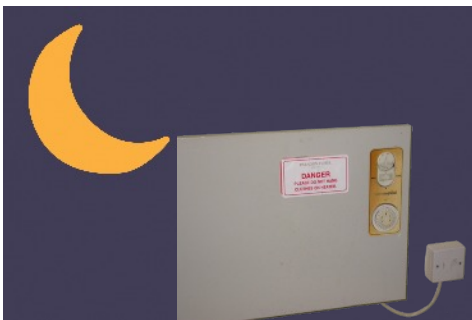


An Energy Monitor is a device which can tell you how much gas or electricity you are using. You do not have to have a smart meter to have an Energy Monitor.

The Economy 7 tariff

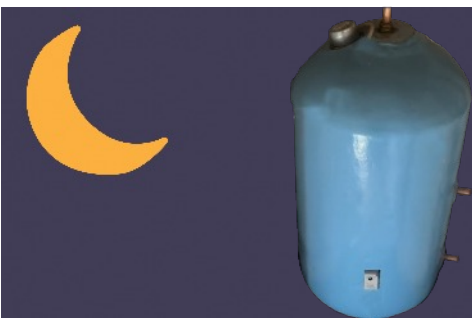


Economy 7 is a tariff that has two rates: it makes electricity cheaper at night, but more expensive in the day.



Space heating

Economy 7 works with night storage heaters. These heaters generate heat overnight then store it to release in the day.

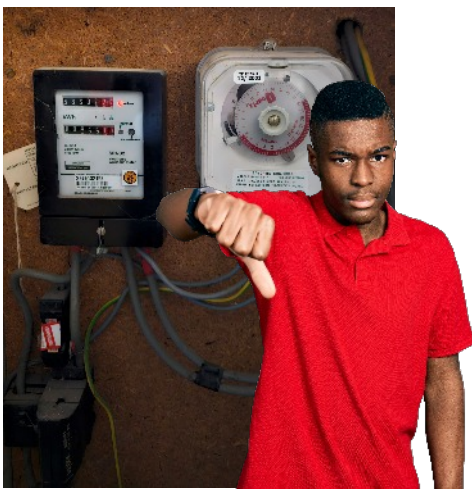


Water heating

Economy 7 works with off-peak immersion tanks. These tanks heat up water overnight so you can use it in the day.



Not all homes can have Economy 7. It is only for homes which do not have mains gas and have night storage heaters. Ask your energy supplier to check for you.



Sometimes your meter and/or heating and hot water system is not set up in the right way to use the cheaper night rate. This can cause high bills.

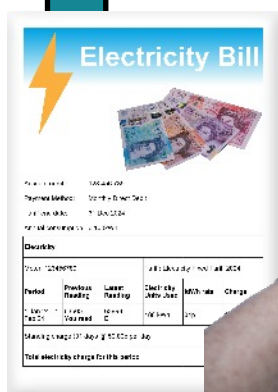


If you are worried that your heating system or meter is not working correctly with Economy 7, you can ask your energy supplier to check for you.

Paying back a debt



Check if you owe money to your energy supplier.

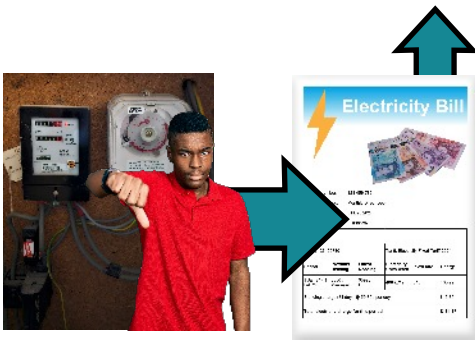


Your bill may be higher than normal because you are paying a little back with each bill.



Our website has more information about paying your energy debt:
www.cse.org.uk/?s=energy+debt

Faulty meters

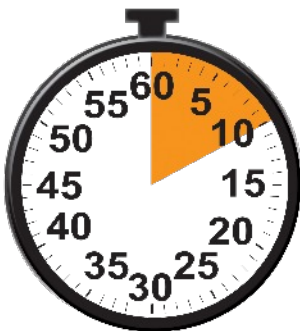


A faulty meter could lead to higher bills.

How to check if your meter works properly:



1. Switch off everything in your home. This includes lights, heating, and hot water.



2. Wait 10 minutes.



Read the meter.



Write down the numbers.

Read the actual meter not your in-home display.



3. Wait 1 hour and read the meter again.



If the numbers have changed your meter might be faulty. Ask your energy supplier to check the meter for you.



4. They might help you from their office or they might send an engineer to check your meter.



If an engineer visits and the meter is not faulty you may have to pay a fee.



If the numbers change on your gas meter while your gas appliances are switched off, you might have a gas leak. Another sign off a gas leak is bad smell, like rotten eggs.



If you think you might have a leak you must call the National Gas Emergency line on **0800 111 999** straight away.



The Centre for Sustainable Energy is a charity.



To contact us for more information:

Call free: **0800 082 2234**



Email: **home.energy@cse.org.uk**



Web: **www.cse.org.uk**



Twitter: **@HelloCSE**

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