



Big Energy Saving Network



What we will cover

- Warm Homes Discount
- The Priority Service Register
- How to switch to find the best deal on your gas/electricity
- What do if you are in debt with your energy supplier
- Support Agencies

Priority Services Register

Offers extra services free of charge if you:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- are in a vulnerable situation



To be added to the Priority Services Register, you simply need to contact your energy supplier. You can find their contact details on your energy bill.

Shopping around can reduce your energy costs

You have a choice in who you buy your gas and electricity from.

You can save lots of money by shopping around. You may save money by:

- moving to a cheaper deal / tariff with your current supplier
- switching to a new supplier
- changing your payment method



Before you decide to switch

You should start by:

- checking which type of meter you are on
- finding out if your contract with your supplier has an 'exit fee' for leaving early
 - it's usually on your bill
- looking at the tariffs offered by your current supplier



Finding the best deal

Use the Citizens Advice price comparison website:

<https://energycompare.citizensadvice.org.uk/>

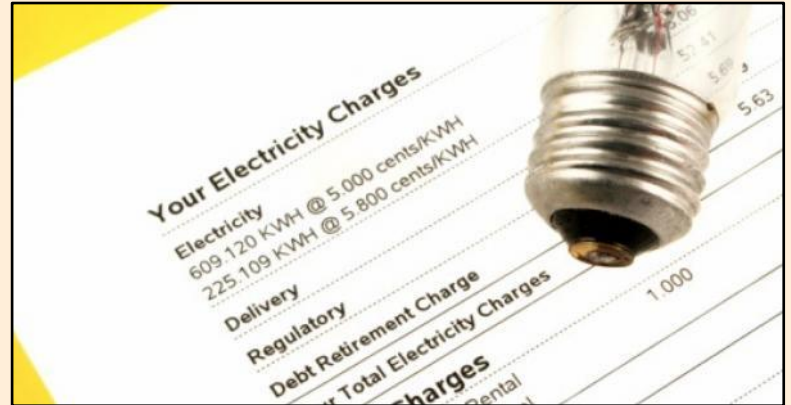
You'll need:

- the name of your supplier and current tariffs
- how much energy you used in the past year
- how you currently pay for your energy (for example, prepayment meter or direct debit)
- your postcode

Finding the best deal

Other ways to compare tariffs from different suppliers

- Use an Ofgem accredited price comparison website
- Talk to your current energy supplier or look at their website
- Contact other energy suppliers to compare deals
- Join a Collective Energy Switch Scheme



How to switch tariff

If you decide to change tariff you'll need to contact the supplier to arrange the switch.

This can be done:

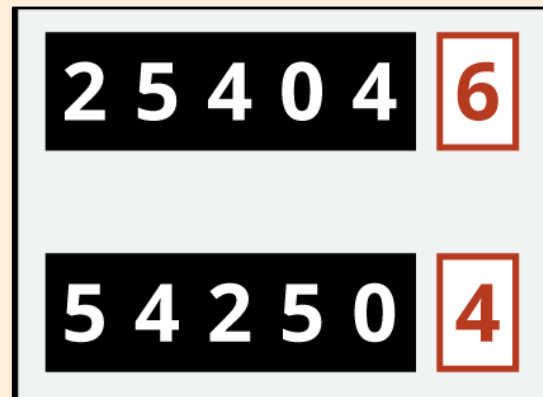
- through a price comparison website or collective energy switch scheme
- by getting in touch with the supplier directly

If you're moving to a new supplier they will let your existing supplier know.

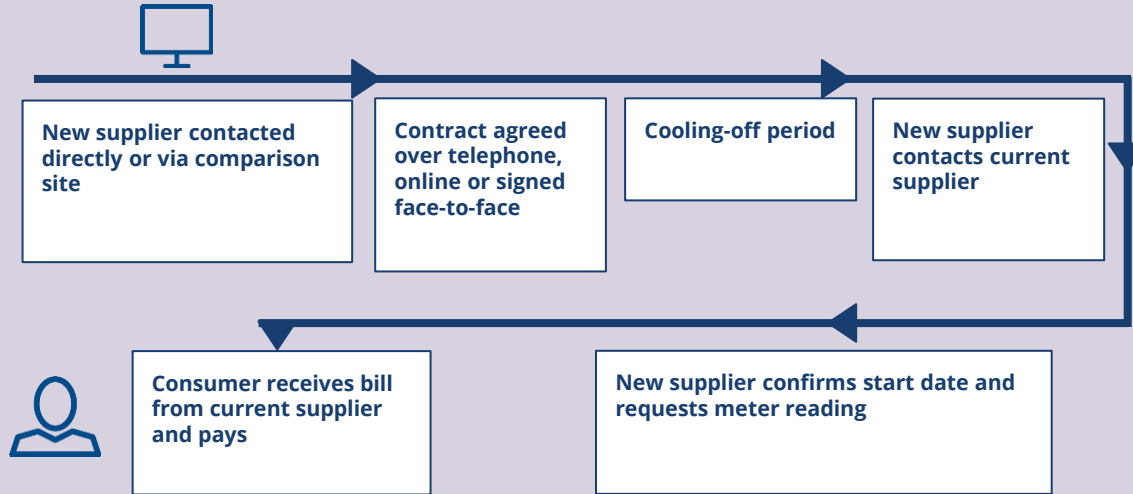
How to switch supplier

Take a meter reading

- Take a meter reading on the day of the switch
- Give this reading to your new supplier - this means they won't charge you for energy used before the switch



Summary- How to switch



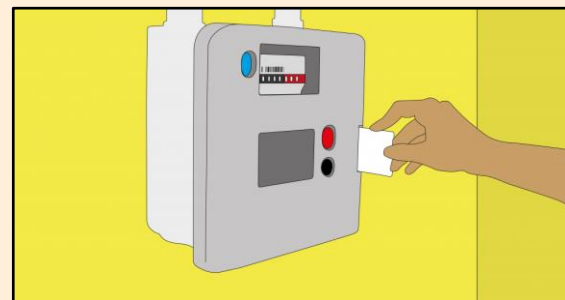
What if I'm in debt to my supplier?

If you use a prepayment meter:

- you owe less than £500 for each fuel you can still switch
- your debt will transfer with you

If you don't have a prepayment meter:

- your supplier can stop you switching until you've paid off your debt
- If you are in debt to your supplier speak to them
- Access support from debt agencies



Liquid Petroleum Gas (LPG)

- The average annual cost for heating and hot water using LPG in the UK is £796* when consuming around 12,000 kWh of power a year
- The price of LPG fluctuates in comparison with heating oil or gas - heating oil was 51p per litre in January 2020, while LPG cost slightly less on average
- However if you feel that your LPG costs are high, it's worth looking for a cheaper supplier. Trade Association Liquid Gas UK has a tool to find LPG suppliers in your area :<https://www.liquidgasuk.org/advice/supplier-search>
- WHICH have useful information on running with LPG and the alternatives to consider as government stops installation of fossil fuel heating systems (applies to oil)

Heating Oil

- The average annual cost is £830* for both heating and hot water using heating oil in the UK, when consuming around 17,000 kWh's worth per year
- The price of heating oil can fluctuate, with sudden spikes caused by surges in demand, weather conditions and political unrest
- Compare as many quotes as possible from different companies, and do so regularly so you can monitor when and where you can get the best prices
- If buying on the internet , look out for sites with premium SSL certificates (the small padlock icon in the top corner of your website bar)

Test Your Learning



- 1.How many people in the UK have never switched energy provider?
73%,27%, Everyone has
- I pay my own energy bill. Can I can switch energy provider even though I'm a renter? **Yes , No**
- I have a smart meter. Can I switch energy supplier? **Yes, No**
- How long do energy companies signed up to the Energy Switch Guarantee have to complete your switch? **1 day, 21 days, 30 days**
- The government is providing a Green Homes Grant to help 600,000 homeowners make their homes warmer and energy bills cheaper. If you are a homeowner how much could you get under the Green Homes Grant?
£1000, £3,000, £5,000

Big Energy Saving Winter

- Great Website lots of very useful advice

<https://bigenergysavingwinter.org.uk/>



Useful Contact Numbers/ Websites

- Citizens Advice Consumer Service : 08082231133

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>

- Step Change : 0800 138 1111

<https://www.stepchange.org/>

- Winter Fuel Payments Helpline Number

<https://www.gov.uk/winter-fuel-payment>

- Ofgem : Energy Regulator (Complaints) 020 7901 7295

<https://www.ofgem.gov.uk/>

- Why you shouldn't leave devices on standby mode

<https://www.money.co.uk/energy/guides/why-you-should-not-leave-devices-on-standby-mode>

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Thank you

