

## Difficulty paying your energy bill?

Here at TruEnergy we understand there may be times when you are worried about paying your energy bills. If you are a domestic household that has inherited a “deemed” TruEnergy tariff for gas and/or electricity though a cancelled tariff from Huddle Utilities, the first step we recommend is comparing this tariff with others in the market, as it is possible that a better deal exists elsewhere. For an example of some of the various competing tariffs in the market, [click here](#).

However, even if you find a better deal elsewhere you will still be required to pay off any outstanding arrears you have with TruEnergy. If you think you will struggle to do this in the immediate term, we encourage you to let us know as soon as possible by calling 0800 433 7278. One of our UK based customer representatives will talk to you and explore the various options that are available. They are here to help Monday-to-Friday between 9am and 5pm.

When looking at your options, we may take into account other information provided to us by third parties. Moreover, we will look to explore the following options with you:

A payment plan with regular instalments which helps spread the cost of your energy. If you have arrears we could also include them in your payment plan. An example of paying this way would be a monthly Direct Debit.

Paying for your energy arrears from your benefit payments with a scheme called Fuel Direct. You'll need to receive at least one of the following benefits to apply: income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support, Pension Credit, or Universal Credit.

### **Non-payment and prospects for disconnection of energy supply**

Disconnection of gas and/or electricity supplies for non-payment is considered a last resort. TruEnergy will never knowingly disconnect a customer who is having difficulty paying their bills because of ill health, age, disability, severe financial insecurity, or is unable to look after their own welfare or others in the household. We will never disconnect a customer between the months of October and March if we have reason to think that the customer is, or lives with anyone who is of pensionable age or under the age of 18 years.

There are exceptions to the rules above for example in circumstances that require essential maintenance, safety, where there's been theft of energy, or damage to metering or energy supply equipment.

Reasons for disconnection include the following:

For non-payment of energy costs, but only as a last resort when we've exhausted all our other options.

If we cannot fit a Pay-As-You-Go meter which was being installed as a last resort payment option. We have to be sure that the meter is safe and practical to use.

Changes to your circumstances If we use an estimated meter reading to bill you, we try to take into account how much energy you've used in the past. If you have a payment plan with us, like a Direct Debit, we'll calculate your payments in the same way so that you're paying the right amount and we'll review them regularly. If you know that there'll be changes to your circumstances that will change how much energy you use, please let us know. For example, if there's a new baby in the house it's normal for your energy use to increase. This could mean that your Direct Debit payments would need to be increased so that you're not left with arrears to pay. In addition to checking your payments, we may also have cheaper similar or alternative tariffs to suit you. You can tell us about any changes by calling us on 0800 433 7278, we're here to help Monday to Friday between 9am and 5pm.

## Reducing your energy costs

If you're having difficulty with your energy costs, it's helpful to have a think about using your energy in a more efficient manner. There are lots of little ways to reduce your energy consumption without impacting your lifestyle. Some basic tips include:

Try drawing the curtains at dusk to keep the heat from the day in your home.

Turn on any lights you don't need, but make sure you have enough lighting on stairs and hallways.

By insulating any exposed hot water pipes, you could save on your energy bills.

Always try to put a full load of washing into your washing machine or tumble dryer. Washing at 30°C instead of a higher temperature uses a lot less energy.

If the weather is good, dry your washing outside. .

Showers tend to be much cheaper than baths because they use a lot less water.

## Getting help

Let us know if you're struggling with your energy bills, as there's lots we can do to help. If you feel like you need some independent advice there are other organisations you can contact. .

Energy Saving Trust have advice about reducing energy bills and energy efficiency measures. Visit [energysavingtrust.org.uk](http://energysavingtrust.org.uk) or call them on **0300 123 1234** (England and Wales).

National Debtline gives independent advice on any debts – visit [nationaldebtline.org.uk](http://nationaldebtline.org.uk) or call them on **0800 808 4000**.

StepChange are a leading debt charity that can help those that are struggling to pay their bills, they can be contacted on their website at [stepchange.org](http://stepchange.org) or by calling them on **0800 138 1111**.