

Paying back money you owe to your supplier

If you owe money, you'll pay back a bit of the debt each time you top up your meter. So if you top up by £10, £5 of that might go to paying back your debt.

If you can't afford this, tell your supplier and ask them to reduce the amount you pay back each time you top up.

Your supplier has to take into account how much you can afford, so tell them if anything has changed since you first agreed your repayments.

Getting a grant to pay off your debt

You might also be able to get a grant from your energy supplier or from the British Gas Energy Trust to pay off your debts.

Tips on being energy efficient

You can get tips on making your home energy efficient from the Energy Savings Trust:

energysavingtrust.org.uk

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

Where to get more support

Online

Visit our website for all our advice on energy: citizensadvice.org.uk/energy

Speak to an adviser

You can also speak to one of our advisers online, or over the phone:

citizensadvice.org.uk/consumerservice
0808 223 1133

Mon-Fri 9am to 5pm. Lines do get very busy so you may need to wait to speak to someone.

citizensadvice.org.uk



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What can I do if I'm struggling to pay for energy?

A guide for prepayment meter users



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advice**

Getting temporary credit

If you've run out of gas or electricity and you can't top up (for example because you can't afford to) your energy supplier should give you temporary credit.

Your supplier might add this to your meter automatically - if they don't, you should ask for it as soon as you can by checking their website or by giving them a call.

If you run out of temporary credit

Explain your situation to your supplier. They might give you extra temporary credit, depending on their policy. You may be eligible for extra support, if:

- You have a disability
- You have a long term health condition
- You're over State Pension age

You'll need to pay back any extra temporary credit you get.

Grants and benefits to help you pay your energy bills

There are different grants and benefits available.

Council tax rebate

If you pay live in bands A to D, you'll get £150 council tax rebate to help towards your energy bills. If you don't pay by direct debit, your council will get in touch from April, but you may need to contact them directly if they don't. The scheme closes on 30 September 2022. Check your local council website for more information.

Warm Home Discount

This is a voucher to help pay your bills. You can get this if you're getting the guarantee credit part of Pension Credit or you're on a low income.

Winter Fuel Payment

This is an annual one-off payment to help pay for heating during winter.

Cold weather payments

These are one-off payments to help pay for extra heating costs when it's very cold. To get these payments you'll need to meet certain eligibility criteria such as claiming Universal Credit or Income support.

You can find more info about all of these grants on [gov.uk](https://www.gov.uk)

More ways to get help

Fuel vouchers

A fuel voucher is a code given to you in a letter or in a text message or email which you can use to add credit to your gas card or electricity key.

Our consumer service and your local Citizens Advice can help you get a fuel voucher.

Fuel vouchers can be used at Paypoints, Post Offices and Payzones.

You'll need to use a voucher within 3 months of getting it.

Household support fund

You may also be able to get support from the Household Support Fund - a government scheme to support households with essentials including energy.

The fund is run by councils so contact your local council for details on the scheme.