

## **Difficulty in paying fuel bills, is any help available?**

If you're behind with payments of your gas or electricity bills, contact your fuel supplier straight away.

Your fuel supplier must offer you an arrangement to pay off the arrears at a rate you can afford. Your supplier must offer you a method of payment which is the most suitable for you and they must take into account your ability to pay.

You may be able to arrange to pay off your arrears in monthly installments. This is called a payment plan. If you're facing disconnection, or haven't been able to keep to a payment plan, your fuel supplier may offer to install a prepayment meter

### ***Banning "unjustified" prices***

Ofgem found that customers on pre-pay meters were paying considerably more for their energy than customers who paid by direct debit.

The watchdog's proposals mean that prices for gas and electricity must reflect costs to the supplier. This means that rather than being penalised, pre-payment customers' extra charges will be limited to how much more their meter costs to run. Ofgem is making it a condition of their licence that suppliers ban unjustified price differences.

If you have any concerns over your prepayment tariff or worries about your Gas, Electricity and Water bill arrears please contact your local Citizen Advice Bureau.

Useful links:

[www.adviceguide.org](http://www.adviceguide.org)

[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

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