

## Factsheet 82

# Getting the best energy deal

September 2021

### About this factsheet

This factsheet looks at how you can get the best deal on your electricity and gas bills by switching tariff or supplier. It explains the different ways to switch, the common types of tariff and how to compare them, and what to do if things go wrong.

**Note – the current crisis in energy prices means there are fewer tariffs on offer than usual, and switching may not save you any money. It is important to seek impartial advice before switching, for example from the Citizens Advice Consumer Service.**

**This also applies if you are looking to switch because your supplier has gone bust, as there are considerations if your account was in credit, or if you usually receive the Warm Home Discount.**

This factsheet is applicable to England, Wales, and Scotland. If you are in Northern Ireland, please contact Age NI for more information. Contact details can be found at the back of the factsheet.

Contact details for any organisations mentioned in the factsheet can be found in the *Useful organisations* section.

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## 1 Recent developments

The energy regulator Ofgem has introduced new rules for customers struggling to pay their bills.

If you are a prepayment customer in financial difficulty, or unable to leave the house to top up, your supplier should offer you emergency credit wherever possible. Contact your supplier and explain why you need it, for example because you are self-isolating or in poor health.

You are usually expected to repay the credit when you next top up. If you would have trouble doing so, let your supplier know. There are new rules on how suppliers should calculate repayment plans, which apply to all customers in payment difficulty. Suppliers should:

- make early contact with customers believed to be in payment difficulty,
- explore payment amounts and methods on a case-by-case basis, although this can include benefit deductions, and
- set repayment rates based on the customer's ability to pay.

In addition, energy suppliers have made an agreement with the government to support customers affected by Covid-19. This includes the suspension of all credit meter disconnections, except in cases of safety, theft and vacant properties. For more information, see [www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19](http://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19)

## 2 Introduction

This factsheet explains how to look for the best deal on your energy bills by switching '*tariff*' or supplier. Your tariff is the specific deal or plan you are on. If you have never switched or not switched for a while, you may be on your supplier's '*standard variable tariff*'. This is often their most expensive and you may make the biggest savings by switching. Most other tariffs are fixed term, expiring after a year or two.

The savings you make from switching can be substantial - £200 per year or more, according to government estimates.

Switching may seem like too much hassle or you may not want to leave your current supplier. However, you do not have to change suppliers to get a better deal. Suppliers offers a range of tariffs that may suit you better or work out cheaper. When a supplier sends you bills and other statements, they should tell you which tariffs may work out cheaper.

Switching should be simple. It should take no more than 21 days, although some suppliers will wait until the end of your 14-day '*cooling off period*' to start the process. Unless you need a new meter, no physical changes should be made to your property and your supply should not be interrupted. If you switch supplier, your new supplier should arrange the switch, including contacting your current supplier to let them know.

### Who '*supplies*' my energy?

Your home is connected to a network of pipes and cables that transmit energy from where it is generated. Energy is delivered to your home by a '*network operator*' or two different operators if you use both mains gas and electricity. Different network operators cover different geographical areas, so you cannot choose who delivers your energy.

You do not pay energy bills to your network operator. These are paid to your '*energy supplier*' and you may have different suppliers for gas and electricity. Energy suppliers buy gas and electricity and sell it to you. You can choose who supplies your energy, meaning you can shop around for the best deal.

The distinction is important because network operators and energy suppliers have different functions. Contact your gas or electricity network operator if your supply is interrupted and your energy supplier if you want to talk about bills or are threatened with disconnection. Find out who your network operator is by contacting the Energy Networks Association.

## Call 105 in a power cut

Electricity network operators have introduced 105, an easy-to-remember number to call in a power cut. It is free and you are put through to the local network operator who can give help and advice.

## Vulnerable customers

Energy suppliers and network operators have registers of customers who need extra support because they are in a vulnerable situation. This can be because of personal characteristics such as age or disability, or because of a temporary problem, such as injury. If you are on a supplier or network operator's register, you must be offered '*priority services*'.

Make sure you join all available registers to benefit from the full range of services. See factsheet 1, *Help with heating costs*, for more information. In Scotland, see the Age Scotland guide *Warm and Well*. In Wales, see Age Cymru factsheet 1w, *Help with heating costs in Wales*.

## What is an energy '*tariff*'?

Suppliers offer different energy deals to customers, known as '*tariffs*'. Your tariff determines the price paid per kilowatt hour (kWh) of energy used. This is the '*unit*' used to measure both gas and electricity for bills.

Some tariffs are '*fixed price*', meaning the price you pay per unit is fixed for a period of time, typically one or two years. This does not mean your bills are fixed – they vary according to your energy usage. Some tariffs are '*variable*', meaning the price you pay per unit fluctuates with changes in wholesale energy prices. Some are '*capped*', meaning the price you pay per unit can go up or down but cannot exceed a certain threshold. Others allow you to pay different amounts at different times of day.

## How is the energy market regulated?

The energy market is regulated by the Office of Gas and Electricity Markets (Ofgem). They set conditions that energy suppliers and network operators must meet to be licensed, which cover:

- how tariffs should be named and marketed to customers
- what information must be given on bills and in other communications
- ‘*priority services*’ for customers in vulnerable situations
- disconnection and how older or disabled households are treated.

### What do recent changes mean for me?

A recent investigation found the energy market was not working properly for customers. In response, Ofgem are carrying out various reforms. They have removed restrictions on the number of tariffs and range of discounts and rewards a supplier can offer.

Tariffs may have a simple structure, such as a fixed daily ‘*standing charge*’ (a set amount you pay per day, not linked to your energy use) and a single ‘*unit rate*’ (the amount you pay per unit of energy used), or they may be more complex. For example, they may have a standing charge that applies only on certain days such as weekends.

This allows suppliers to develop deals for specific groups, for example low energy users. However, it means there are more tariffs on offer than previously. Differences in tariff structure may make it harder to compare deals.

Under Ofgem rules, suppliers must ensure the structure, terms, and conditions of their tariffs are clear. Tariffs must be easily distinguishable from each other and suppliers must have information, services, or tools to enable you to easily compare and select appropriate deals.

This factsheet takes you through the process of comparing deals and switching, but you may wish to seek advice from a local advice agency if you find the range of deals on offer confusing.

## 3 Before you start

It is a good idea to review your overall financial situation before switching supplier, to make sure you claim all social security benefits you are entitled to. Check using the Age UK online benefits calculator, visit your local Age UK or Age Cymru for advice, or call Age Scotland.



It is worth claiming even if you are only entitled to a small amount of benefit, as you may be entitled to other allowances or eligible for other forms of assistance as a result.

For example, a small payment of Pension Credit means you can also receive a Cold Weather Payment (CWP) to help with heating costs during very cold spells.

Sometimes you qualify for additional help simply because you have '*underlying entitlement*' to a benefit, even if your circumstances mean you do not receive payment.

For information about CWPs, see factsheet 1, *Help with heating costs*. In Scotland, see the Age Scotland guide *Benefits Maze*. In Wales, see Age Cymru factsheet 1w, *Help with heating costs in Wales*. For information about Pension Credit, see factsheet 48, *Pension Credit*.

## 4 What information do I need?

### 4.1 Basic information and where to find it

To get the best deal, you need to make an accurate comparison of the available tariffs based on your own energy usage and personal preferences. Try to gather the following information:

- your postcode
- name of your supplier
- name of your current tariff
- whether you are on a dual fuel tariff, meaning you have one plan for gas and electricity from the same supplier
- if your tariff has a fixed term, when the fixed term ends and whether you must pay an '*early termination*' or '*exit*' fee if you switch before then
- how you pay your bills, e.g. monthly/quarterly by direct debit, on receipt of the bill, or pay-as-you-go ('*prepayment*')
- whether you have an '*Economy 7*' or other '*time of use*' meter, meaning you pay different rates for your electricity depending on the time of day



- your ‘*annual consumption details*’ (how much energy you used over the past 12 months, or your supplier’s best estimate) or your ‘*estimated annual costs*’ (a personalised estimate of what you can expect to pay over the next 12 months based on your tariff information and previous consumption – this may be called your ‘*personal projection*’).

Your bills must include an ‘*About Your Tariff*’ label containing all the necessary information for comparing tariffs across the market, so check your latest bill for the above. Alternatively, check other communications from your supplier, such as a notice of prices going up or your fixed-term deal coming to an end. These must contain information to help you switch.

If you cannot find the information you need, contact your supplier. You may want to ask them for your ‘*Tariff Information Label*’, which generally tells you your unit rate or rates (the amount you pay per kWh of energy used), any standing charge (a fixed amount you have to pay per day, like a service charge), when the tariff ends if it is a fixed-term plan, and how much you have to pay to terminate the plan early.

## 4.2 Other considerations

### How would you like to pay your bill?

Think about how you would like to pay for your energy and how often. Common payment methods are:

- **On receipt of a bill** by cash or cheque or online banking.
- **Monthly or quarterly by direct debit** – this can be a set amount each time or vary according to energy usage. If you pay a set amount, you may overpay or underpay, particularly if the weather is milder or colder than expected or you are on holiday or in hospital. This can mean an unexpected final bill at the end of the year. If your direct debit is variable, you must supply meter readings.
- **By prepayment meter.**

Some payment methods are cheaper than others. For example, paying by direct debit is usually cheaper.

Prepayment meters topped up with credit have historically been an expensive way to pay. However, a price cap is now placed on prepayment tariffs. This means prepayment is more affordable than in the past, particularly for gas and Economy 7 electricity tariffs, but be aware that paying in this way has other disadvantages. For example, your supply turns off if you run out of credit.

Speak to an adviser if you want to know more, particularly if you are considering a prepayment meter as you are struggling to pay your bills.

If you pay by fixed direct debit, a new supplier may try to tempt you to switch by offering to beat your current payments. This does not lower the cost of your energy, just the amount paid each month. You may get a larger final bill at the end of the year and any debt accrued can prevent you from switching supplier. Seek advice if you are in this position.

### **Do you want to switch both electricity and gas?**

You may get a better deal if you switch to a single plan for both electricity and gas (known as dual fuel). There are other advantages to this, for example simpler bill payments and hopefully quicker resolution to any problems as there is only one account to query.

### **Do you want to manage your account online?**

You may be able to get a discount on your tariff if you agree to manage your account online. This usually means submitting meter readings, contacting customer service and receiving bills online, although in some cases you can still receive paper bills if you pay a charge.

Some people find it easier to submit regular meter readings online, which means fewer estimated bills that can be higher or lower than actual usage.

### **Does your current contract carry an early termination fee?**

Check whether you have a fixed-term contract with your existing supplier. If you do, you may face an early termination fee as a penalty for cancelling your contract before the end of the term, which can offset the benefit of switching.

Your supplier should not charge this fee if you switch in the weeks before your contract is due to come to an end. This is known as the '*switching window*' and starts when your supplier sends a notice informing you that your fixed-term deal is due to end, or 49 days before the deal ends, whichever is earlier.

Your supplier cannot charge an early termination fee if you want to switch because they are increasing their prices. They cannot charge an early termination fee if you have been rolled onto a fixed-term tariff as a '*default*' at the end of an existing deal, see section 5.2 for more information.

## 5 How to compare different tariffs

There are a number of different tariff types. Certain types tend to be more expensive, but prices vary between suppliers. You should consider how much energy you use, when you use it, and what your priorities are. For example, do you want a contract without an early termination fee? Do you want greater control over your energy costs? Do you want to contribute to environmental schemes?

### 5.1 Standard variable tariffs

A standard variable tariff is the supplier's basic tariff, and often the most expensive. The cost of your energy is not fixed at a certain level, so it can go up and down with the market.

However, there is currently a price cap applied to standard variable tariffs, meaning there is a maximum amount you can pay per unit of energy. This offers some protection against unreasonable price increases. However, your bills still rise and fall according to your energy use and switching to a better deal is likely to save you more.

Standard variable tariffs are sometimes referred to as '*evergreen*' tariffs, as they do not have fixed terms. You should not have to pay an early termination fee for switching from this tariff.

## 5.2 Fixed-price tariffs

A fixed-price tariff means the price you pay per unit of electricity or gas does not change for a set period of time (usually one or two years, although longer fixed terms may be available).

This does not mean your bills are fixed. They vary according to how much energy you use.

A fixed-price tariff provides some stability and certainty over costs. You are protected from price rises during the fixed term, but you do not benefit from price reductions. You may incur an early termination fee if you leave before the end of the fixed period, unless inside your switching window. This begins when your supplier notifies you that your deal is due to end, or 49 days before it ends, whichever is earlier.

If the deal ends and you do not switch or expressly agree a new contract with your current supplier, they must automatically transfer you to a '*default tariff*'. This is their cheapest tariff without a fixed term or a further fixed-term deal that:

- is the same price or cheaper than their cheapest standard variable tariff
- is similar in nature to your current tariff, considering issues such as your payment method, meter type, characteristics, preferences, etc
- does not carry an early termination fee.

Like standard variable tariffs, default tariffs are now subject to a price cap. However, there are likely to be better deals out there. Look at your supplier's other tariffs or shop around for a better offer.

Complain to your supplier if you are not given notice that your fixed term deal is ending, are charged an early termination fee when switching after receiving such a notice, or rolled onto a default tariff not meeting the above conditions.

## 5.3 Capped-price tariffs

A capped-price tariff guarantees the price paid per unit of energy will not rise beyond a capped level for a set period of time. The price can decrease if the supplier's standard prices decrease during the period.

Your bills continue to vary depending on how much energy is used. If you leave before the end of the set period, you may be charged a termination fee. Check the terms of your contract to see whether this applies.

## 5.4 Economy 7 and Economy 10 tariffs

These '*time-of-use*' tariffs allow you to pay different electricity rates depending on the time of day, provided you have a multi-rate meter. Your bill is split into two parts. You are charged for seven hours of electricity at the '*night rate*' (10 hours with Economy 10), which is cheaper, and the rest at the '*day rate*', which is slightly higher than a standard tariff.

These tariffs can save you money if you use storage heaters, because they charge up at night when your electricity is cheaper. It is not a cheap option for anyone without electric storage heating.

## 5.5 Green tariffs

Green tariffs contribute to environmental schemes, although your supply may not come from renewable sources such as solar or wind energy.

## 5.6 Feed-in tariffs

A feed-in tariff offers guaranteed cash payments to households who produce their own electricity at home using renewable technologies such as solar panels or wind turbines. You are paid for the energy you generate and for any surplus energy you export to the grid.

The scheme has now closed to new applicants, although an alternative, the Smart Export Guarantee, came into force in January 2020. See the Energy Saving Trust website for more information:

[www.energysavingtrust.org.uk/renewable-energy/electricity/solar-panels/smart-export-guarantee-and-feed-tariffs](http://www.energysavingtrust.org.uk/renewable-energy/electricity/solar-panels/smart-export-guarantee-and-feed-tariffs)

In Scotland, you can call Home Energy Scotland on 0808 808 2282.

## 6 How to find a deal and switch

Once you have all the required information and want to look for a better deal, find out which companies operate in your area and how much they charge. Six major suppliers of gas and electricity cover most of the UK, but there are over fifty smaller suppliers who may offer a better deal.

Remember you may not have to switch supplier to get a better deal. At least once a year, your supplier must provide you with a '*Cheapest Tariff Message*' identifying its cheapest overall tariff and cheapest similar tariff, and a personalised savings message showing how much you might save by switching. Speak to your supplier if you do not have this information to hand and want to know more.

### 6.1 Use the internet

A price comparison website (PCW) is a quick way of comparing deals across a range of suppliers. You enter information about where you live, your current tariff and energy use, and the website makes comparisons and provides a list of suitable options for you.

For some deals, you can start the switching process by clicking a link on the website. This means the website contacts the supplier on your behalf to arrange the switch. For others, you must contact the supplier yourself.

It is important to use an impartial website. Some are '*Ofgem accredited*', meaning they have signed up to a voluntary '*Confidence Code*' and offer independent and unbiased comparisons. Look for the Confidence Code logo or see the list of accredited PCWs in section 6.2.

Accredited PCWs have the option of showing a '*partial*' market view, meaning they may only show deals you can access directly through the site. Your results page should make it clear if this is the case and give you the option of viewing a wider range of deals. Alternatively, the Citizens Advice comparison tool shows a broader range of suppliers but cannot carry out the switch for you, see <https://energycompare.citizensadvice.org.uk/>



Many of the best offers are found online. If you do not have access to a computer, your local library may offer free internet access. If you use a public computer, be careful when entering personal information. Do not leave your computer unattended and check nobody is watching over your shoulder. You may wish to ask a local advice agency about cheap broadband offers, discounted computers, or technology training.

## 6.2 Ofgem-accredited websites

<a href="http://www.energyhelpline.com">www.energyhelpline.com</a>	Tel: 0800 074 0745 (free call)
<a href="http://www.energylinx.co.uk">www.energylinx.co.uk</a>	Tel: 0800 849 7077 (free call)
<a href="http://www.moneysupermarket.com">www.moneysupermarket.com</a>	Tel: 0333 123 1983
<a href="http://www.myutilitygenius.co.uk">www.myutilitygenius.co.uk</a>	Tel: 0203 468 0461
<a href="http://www.quotezone.co.uk">www.quotezone.co.uk</a>	n/a
<a href="http://www.runpathdigital.com">www.runpathdigital.com</a>	n/a
<a href="http://www.simplyswitch.com">www.simplyswitch.com</a>	Tel: 0800 011 1395 (free call)
<a href="http://www.switchgasandelectric.com">www.switchgasandelectric.com</a>	Tel: 03333 700 600
<a href="http://www.theenergyshop.com">www.theenergyshop.com</a>	Tel: 01259 220 270
<a href="http://www.unravelit.com">www.unravelit.com</a>	Tel: 033 3344 0031
<a href="http://www.uswitch.com">www.uswitch.com</a>	Tel: 0800 6888 557 (free call)

## 6.3 Over the phone

Some accredited PCWs offer a telephone service. You can also contact Citrus Switch, a telephone switching service that promises to show you every energy price currently available. Its advisers can help you compare deals and correspond with suppliers on your behalf.



Alternatively, call individual suppliers for a quote and compare deals yourself. They should give you the information over the phone or send you pricing details. You can find contact details for energy companies online or by calling the Citizens Advice consumer helpline.

Suppliers must provide Tariff Information Labels free of charge, but these are not personalised and should be used for guidance only. Ensure you are given quotes based on your energy consumption, your preferred payment method, and any discounts you are likely to receive.

You can enter into a contract with a supplier without signing anything. A contract is likely to be made if there is a clear agreement between you and the seller that you want to be supplied with their goods or services.

If you enter into an energy contract, the supplier must send you a written copy or confirmation of your agreement within a reasonable period. You should read this carefully to check everything you agreed is included and the deal is appropriate for you. Speak to an adviser immediately if you have any concerns, as you have limited time to cancel.

## 6.4 Door-to-door sales

Few energy suppliers sell contracts on the doorstep. If a salesperson calls at your home trying to sell gas or electricity, follow these guidelines:

- Ask them for **identification** – all salespeople must carry this.
- If you are in **any doubt**, check they are who they say they are. Ask which company they are from and get the company telephone number from directory enquiries or the phone book. Do not get it from the caller.
- **Do not let anyone into your home if you are in any way unsure or unhappy.** If you want a friend or family member to be with you, ask the caller to come back at a convenient time.

Although it may be helpful to speak to someone face to face, be wary of a sales agent who arrives unannounced and remember they may only work for one energy supplier, so their advice is not impartial.

For more information, see the Age UK information guide *Avoiding scams*. In Scotland, Age Scotland have a separate guide, *Avoiding scams*.

## 7 Useful questions to ask suppliers

Questions to think about before you make a decision to switch include:

- What payment methods are offered?
- Are there special discounts, bundles, or rewards?
- Is there a daily standing charge and, if so, what is it? Some tariffs have a very low or no standing charge. This may help if you use very little energy or your property is empty for periods of time, but check whether a low standing charge is balanced by a high unit rate.
- Does the tariff have a fixed term? If so, is there an early termination fee?
- What are the supplier's policies on debts and disconnection? You may want to find out how suppliers rate for customer satisfaction and service. Some PCWs can tell you this.
- Is the supplier signed up to the Warm Home Discount scheme? See section 12.3 for more information.
- Has the supplier signed the Energy Switch Guarantee?

### 7.1 The Energy Switch Guarantee

Trade Association Energy UK have developed an '*Energy Switch Guarantee*'. This is a list of switching commitments that participating suppliers agree to adhere to. They are regularly checked for compliance.

The Guarantee is voluntary, so check a supplier's website for the logo or contact them to ask if they have signed up. A full list of participating suppliers is online at:

[www.energy-uk.org.uk/our-work/energy-switch-guarantee/7755-current-members](http://www.energy-uk.org.uk/our-work/energy-switch-guarantee/7755-current-members)

The commitments are:

- 1 All energy suppliers use the same wires and pipes, therefore your supply will not be interrupted.
- 2 The switching service is free.

- 3 The switch takes no more than 21 days from the date your new supplier receives your completed application.
- 4 Your new supplier will not need to visit your home to complete the switch unless you agree otherwise.
- 5 Your new supplier arranges the switch, including contacting your current supplier to let them know you are leaving.
- 6 Your new supplier sends details of your new supply agreement for you to check and you have 14 days to change your mind. If you cancel in this time, you stay with your current supplier.
- 7 Your new and current suppliers work together to make sure you are not charged twice for the same energy.
- 8 If there are problems making the switch, your new supplier contacts you as soon as possible and is responsible for putting the matter right.
- 9 Your current supplier sends you a final bill no later than six weeks after the switch.
- 10 If your current supplier owes you money, they refund this to you no later than 14 days after sending you the final bill.

Some commitments are legal requirements or Ofgem licence conditions and apply to all suppliers, not just those signed up to the Guarantee. For example, the 14-day '*cooling-off period*' is a legal requirement and the obligation to complete a switch within three weeks is an Ofgem licence condition.

However, picking a supplier who has signed up should give you confidence that switching will be hassle-free and any problems will be resolved promptly.

Note, you are entitled to £30 compensation if your old supplier fails to refund a credit balance within 10 working days of your final bill. If you are not compensated within 10 working days, you get a further £30.

## 8 Collective switching

If you do not want to shop around for an energy deal, you could try collective switching. This is where a third-party organisation, such as a charity, trade union, or local authority, negotiates with suppliers on behalf of a large group of customers.

To do this, you must register your interest with a scheme and provide details of how much you pay for gas and electricity. Check before registering whether you are committing to switch or whether you have an opportunity to reject the deal if you are not happy with it.

After the registration period closes, information about registered customers is passed to suppliers, who offer their best price to the whole group. There is no guarantee this is the cheapest deal on the market. You may have to shop around to be sure.

For more information, contact the Citizens Advice consumer service or speak to your local authority about registering with them.

## 9 Decided to switch – what next?

If you decide to switch suppliers, your new supplier should set this up for you. They ask for a meter reading to pass to your old supplier who bills you for any money owed. You must provide your meter reference number, which you can find on your bill. Your new supplier should tell you when to expect your first bill and when they will begin charging you.

You should receive a final bill from your old supplier within six weeks of the date of the switch. You should settle this as soon as possible. If you pay your bills through direct debit, make sure you cancel the instruction.

Keep a record of the following:

- the date you agreed the deal/signed the contract
- details of the deal agreed
- meter readings on the date of the switch
- any letters/emails sent between you and the supplier
- contact numbers and names of people you have spoken to and the dates of your conversations
- the final bill from your old supplier.

## 10 Changed your mind?

If you change your mind about switching energy suppliers, you have a 'cooling-off period' of 14 calendar days in which to cancel your new contract without giving a reason or incurring an early termination fee.

Your new supplier should not start your supply within the cooling-off period, unless you have specifically requested they do so.

If deciding whether to ask your new supplier to start the supply during the cooling-off period, ask them what their procedures are if you decide to cancel the switch, i.e. are you returned to your original supplier?

If they start the supply without you having made this request, you should not have to pay for energy used during the cooling-off period.

If you are no longer within your cooling-off period and wish to switch, check your contract terms to see if there is an early termination fee.

If you were not told about your right to cancel when you entered into the contract, your cooling-off period may be extended. If you are told within 12 months of the first day of what should have been your cooling-off period, you have 14 days from that point in which to cancel. If you are not told or told at a later stage, your cooling-off period ends 12 months and 14 days after you signed the contract.

If you feel you have been misled or harassed into switching energy supplier, you may have rights to redress, such as the right to unwind your contract within 90 days or claim a discount on past or future payments. Seek advice immediately if you are in this position.

## 11 Complaints

When entering a new contract, if you find the terms are not as initially agreed, or the service is clearly not suitable for your needs, you should contact your new supplier to complain.

If the supplier does not resolve your complaint within eight weeks (six weeks for some suppliers), or if you are unhappy with the action they take, refer the complaint to the Energy Ombudsman. Their website has useful tips on how to complain to a supplier:

[www.ombudsman-services.org/how-it-works/process](http://www.ombudsman-services.org/how-it-works/process)

For more information about making a complaint, call the Citizens Advice consumer helpline.

## **Mental capacity to agree a contract**

If you are concerned that someone has entered into a contract while lacking the mental capacity to do so, seek advice.

Under the *Mental Capacity Act 2005*, a person in England and Wales must pay a 'reasonable' sum for a 'necessary' service, even if they lacked capacity to contract for that service. In Scotland, call the Age Scotland helpline for more information as different legislation applies.

For more information in England and Wales, see factsheet 22, *Arranging for someone to make decisions on your behalf*.

In Scotland, see the Age Scotland guides *Legal options for people who have lost capacity* and *Help to manage your money and benefits* and the guide *A guide to Mental Capacity in Scotland*.

## **12 Frequently asked questions**

### **12.1 Can I switch if I rent my property?**

If you are a tenant and directly responsible for paying your energy bills, you have the right to choose your own energy supplier. Your landlord should not unreasonably prevent you from switching.

Make sure you check the terms of your tenancy agreement before you switch. If the agreement states your landlord has a preferred supplier, you may need to inform them you are planning to switch or switch back at the end of your tenancy. Ofgem guidance states landlords should make their tenants aware of any tie-ins with specific energy suppliers and should provide details of applicable tariffs and prices at the outset.



If your agreement has a clause forbidding you from switching supplier, speak to Citizens Advice consumer service or a specialist housing organisation like Shelter. Such a clause may contravene consumer protection law, but you must think about your security of tenure and how easily you can be evicted if you try to enforce your rights. For more information in England and Wales, see factsheet 68, *Preventing evictions*. In Scotland, call the Age Scotland helpline for advice.

Your landlord should not unreasonably restrict your ability to switch payment method, e.g. by replacing a prepayment meter with a credit meter. However, there may be a term in your tenancy agreement requiring you to revert to the original payment method at the end of your tenancy, which could cost you. Before you switch meters, check to see whether your supplier will do this for free.

If your landlord is responsible for paying your bills, for example they pay for your energy and reclaim the money from you, or bills are included in your rent, they have the right to choose the supplier(s). There is a maximum amount they can charge you, called the '*Maximum Resale Price*'. Speak to an adviser if you think you are being charged too much.

## **12.2 Can I switch if I am in arrears with my gas or electricity?**

You may be able to switch supplier if you are in arrears. If you have been in debt for less than 28 days, you can switch. If you have been in debt for more than 28 days, you may be prevented from switching. This is the case even if you wish to switch because you have been notified of a price increase.

If you are prevented from switching, your supplier must give you information on how you can dispute or resolve this, along with advice on energy efficiency, debt management, and details of any alternative tariffs that might be cheaper for you.

Your supplier cannot prevent you from switching if it is their fault you are in debt, for example they took an incorrect meter reading. However, you still need to pay back any money you owe.



Your supplier cannot prevent you from switching if you are a prepayment customer and have arrears of less than £500 for gas and £500 for electricity. However, your chosen supplier can refuse to accept your application to switch. If they do accept the switch, your debt is transferred to them. This is under the '*Debt Assignment Protocol*' - speak to an adviser if you want to know more.

If you are in arrears, speak to your supplier to make arrangements to repay them and seek urgent advice if threatened with disconnection.

See factsheet 1, *Help with heating costs*, for more information. In Scotland, see the Age Scotland guide *Warm and Well*. In Wales, see Age Cymru factsheet 1w, *Help with heating costs in Wales*.

### **Note**

If you have been in arrears in the past, a new supplier may refuse to supply you without some financial security in place. For example, you may be asked to put down a deposit. If you have concerns about the type of security requested, ask if there are other options.

## **12.3 Will switching supplier affect my Warm Home Discount?**

If you receive certain means-tested benefits, including Pension Credit Guarantee Credit, you may be entitled to a one-off £140 discount on the cost of your energy during the winter months, called the Warm Home Discount. This is usually applied to your electricity account, but you can ask for it to be applied to a gas account if you are a dual fuel customer.

Not all suppliers participate in the Warm Home Discount scheme. Currently, only suppliers with 150,000 or more customers must participate. If you are eligible and switch to a non-participating supplier, this can effectively offset any savings you make on your bills.

Switching to a non-participating supplier does not necessarily mean you will not receive a Warm Home Discount this year. This is because some people receive the discount automatically, provided they are assessed as having met certain conditions on a specific date (the '*qualifying date*'). For 2021-22, the qualifying date is 4 July 2021.

The conditions are:

- your electricity supplier is part of the scheme
- your name (or your partner's) is on the bill
- you are entitled to Pension Credit Guarantee Credit.

If you met the conditions on the qualifying date, you should receive a discount by 31 March 2022, even if you subsequently switched to a non-participating supplier.

Your old supplier should provide the discount, usually by cheque through the post. However, you will not be entitled to a discount in future years unless your new supplier joins the scheme.

If you switch from a non-participating to a participating supplier after the qualifying date, you may not receive a discount, even though your new supplier is part of the scheme. This is because you failed to meet all of the conditions on the qualifying date.

If you are not eligible because you are not in receipt of Pension Credit Guarantee Credit, or you switched to a participating supplier after the qualifying date, you may receive a discount as part of your supplier's '*Broader Group*'. Only the very largest suppliers (250,000 or more customers) must have a Broader Group. You apply to your supplier for a Broader Group discount.

Suppliers set their own Broader Group rules, but they must include certain standard criteria, e.g. being in receipt of income-related Employment and Support Allowance with a pensioner premium. If you meet one of the standard criteria, it should be easier to switch between participating suppliers without losing your discount. However, you should consider the time of year: Broader Group funds are cash limited and suppliers may refuse to accept applications towards the end of the financial year.

## Note

Government has committed to extending the Warm Home Discount scheme until at least 2025-26. From 2022-23, the scheme may operate differently, with no Broader Group and more discounts provided automatically. As it stands, the rules for Pension Credit Guarantee Credit recipients will stay the same.

### 12.4 I have a smart meter – can I switch?

The Government aims to offer smart meters to all UK households by 2025. You can switch energy supplier if you have a smart meter installed, but your new supplier might not be able to offer the same '*smart*' functions, such as remote meter readings. This is because of technical issues with the smart meter communication network, which should be resolved as the rollout progresses.

Under Ofgem rules, your new supplier must tell you about any potential loss of function before you switch. If you use a smart meter as a prepayment meter and switch suppliers, you should not have to pay if your new supplier needs to replace the meter in order for you to continue on a prepayment tariff.

### 12.5 I live in a remote area – can I switch?

Some remote parts of the UK are supported by a single energy supplier and there is no option other than to remain with them. However, you can look at other ways of reducing your energy bills, such as ensuring your home is energy efficient. You might consider alternative sources of energy, for example, green or renewable energy.

### 12.6 I live in a park home – can I switch?

If you have your own contract with an energy supplier, you should be able to switch without restriction. However, you should check your pitch agreement first to see if it says anything about informing the site owner or switching back at a later date. Seek advice if the agreement contains any terms prohibiting you from switching.

Most park home residents do not have individual contracts with suppliers and pay the site owner for their energy instead. If you are in this position, your options are more limited. You may be able to convince the site owner to shop around for a better deal, but this is at their discretion. You may wish to raise this issue with your site's residents' association, if you have one.

There is a limit on how much a site owner can charge you for gas or electricity, called the '*Maximum Resale Price*'. This is the amount they paid for the energy plus VAT at the appropriate rate. The site owner can also recover their supplier's standing charge by dividing it between you and the other residents according to your varying levels of consumption. Speak to an adviser if you think you are being charged too much.

There is no Maximum Resale Price for liquefied petroleum gas (LPG or LP gas) in cylinders or bulk tanks.

For more information on park homes in England and Wales, see factsheet 71, *Park homes*.

## Useful organisations

### **Citizens Advice**

England or Wales [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk),

Scotland [www.cas.org.uk](http://www.cas.org.uk)

In England telephone 0800 144 8848

In Wales telephone 0800 702 2020

In Scotland telephone 0800 028 1456

National network of advice centres offering free, confidential, independent advice, face to face or by telephone.

### **Citizens Advice consumer helpline**

[www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/](http://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/)

Telephone helpline 0808 223 1133 Mon-Fri 9am-5pm

Welsh telephone helpline 0808 223 1144 Mon-Fri 9am-5pm

### **Citrus Switch**

<https://www.citrusenergy.co.uk/citrus-switch/>

Telephone 0800 221 8089 (freephone)

A telephone service designed to make switching energy supplier easy.

### **Energy Networks Association**

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

Telephone 020 7706 5100, for emergencies 0800 111 999

Industry body for gas and electricity transmission and distribution network operators. Call to find out who your network operator is.

### **Energy Ombudsman**

[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Telephone 0330 440 1624

Independent body to resolve disputes between consumers and their energy suppliers.

### **Energy Saving Trust**

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

Telephone 0808 808 2282 (Scotland only)

Offers independent and impartial advice on saving energy and cutting bills. Their telephone advice service is only available in Scotland. In England and Wales visit <https://www.simpleenergyadvice.org.uk/>

**GOV.UK**

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

Government website with information on the Warm Home Discount scheme and other energy issues.

**The Office of Gas and Electricity Markets (Ofgem)**

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

Telephone 020 7901 7295

Regulator for gas and electricity markets, including suppliers and network operators.

## Age UK

Age UK provides advice and information for people in later life through our Age UK Advice line, publications and online. Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

### Age UK Advice

[www.ageuk.org.uk](http://www.ageuk.org.uk)

0800 169 65 65

Lines are open seven days a week from 8.00am to 7.00pm

### In Wales contact

#### Age Cymru Advice

[www.agecymru.org.uk](http://www.agecymru.org.uk)

0300 303 4498

### In Northern Ireland contact

#### Age NI

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

0808 808 7575

### In Scotland contact

#### Age Scotland

[www.agescotland.org.uk](http://www.agescotland.org.uk)

0800 124 4222

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