

Paying for Fuel



Who supplies me with gas & electricity?

Unless you have changed your gas and / or electricity company recently or you have recently moved in and the previous tenant changed Fuel Company, you will be supplied gas by British Gas Trading and electricity by London Electricity plc.

Methods of paying for fuel

Most fuel companies will offer some or all of the following methods of paying for fuel.

Quarterly Bill

You pay when a bill arrives every three months for fuel used during the quarter.

Some bills are estimated. If this is the case there will be an 'E' next to the reading. It is worth reading the meter and providing the fuel company with a correct reading

Budget Scheme

You pay a regular amount every week/fortnight or month for fuel throughout the year - end of the high and low bills!

Fuel Direct

You have an amount deducted from your Income Support for fuel every week/fortnight, which is sent direct to the Fuel Company.

Direct Debit

You have an amount paid to the Fuel Company each month from your bank account. This is the cheapest way of paying for your fuel. Most fuel companies offer discounts if you pay by direct debit.

Fuel Stamps

You buy stamps to go towards the bill when it arrives.

Prepayment Meter

You buy cards, tokens, or keys that you put in the meter.

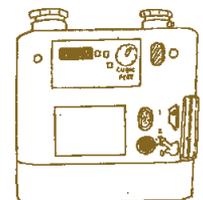
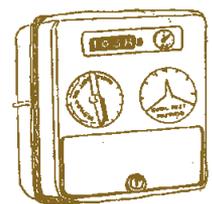
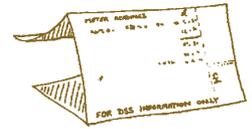
If you pay using a prepayment meter or quantum meter you will pay more than by using other methods.

Quantum Meter

You have a smart card, which you charge up locally at a shop and put into your meter.

Personal Arrangement

You make a personal arrangement to pay off your bill by contacting the Fuel Company direct.



What do I do if I want to change fuel companies?

Decide which company you want to choose by comparing the prices, contract terms and other services that different companies have to offer. When you compare prices, make sure you compare like for like (for example, direct debit with direct debit). See our Current Fuel Tariffs information leaflet to compare the prices of companies operating in the London region.

If you decide to change your fuel supplier you will have to sign a contract with the new Fuel Company. Most contracts have a 'cooling off period' which allows you to cancel after signing. However, it is worth being happy with the terms and conditions of the contract before signing the contract. If there are any parts of the contract that you do not understand or agree with, discuss them with the company before signing.

When you sign a contract with a new fuel company, tell the company you are with now that you want to cancel your contract. You must give them 28 days notice (in writing) of cancellation. You do not have to tell your old fuel company the name of the company you are changing to.

Useful contact numbers

Transco This is the company to call if you have a gas leak	0800 111 999
British Gas Trading Company	0845 966 8866
Powergen	0800 363 363
Energy Watch – Gas	0845 906 0708
Energy Watch – Electricity	0845 601 3131

Energy Watch is the gas and electricity industry's watchdog. You can complain to it about things like problems with your gas supply, bills, meter readings or service.

They will send you free fact sheets on 'competition in the gas and electricity markets' which includes information on: choosing a fuel company, your contract, changing fuel company, how to make a complaint, help if you have difficulty paying your fuel bill.

You can also compare fuel tariffs on their website:
www.energywatch.org.uk.

