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Inclusion North News



Inclusion North will share an important news story and tell you about their own work here every two weeks.

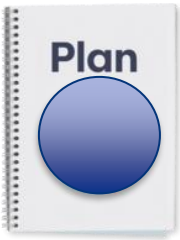
Gas and electricity prepayment meters

If you are struggling to pay your gas and electricity bills, it is always good to contact your supplier as soon as you can.

There are rules that say they have to help you.



Your supplier can help with things like a payment plan, so that you can pay what you can afford.



You can also ask them to put you on the supplier's priority services register – this means that you could get extra help with your energy supply.



If you owe money to your gas or electricity supplier they might tell you that they are going to move you to prepayment meter.



A prepayment meter is a way of paying back any money you owe. It's a bit like paying for your gas and electric as you go along instead of receiving a monthly bill.



If you have a disability or illness a prepayment meter might not be right for you because if you don't put money on your meter your gas or electricity would stop.





You can refuse to have a prepayment meter if you have an illness or disability which means your health would be affected if your gas or electricity was cut off.

This could be:



- because of a disability you find it hard to get to the meter to read it, use it or understand it
- because of a mental health condition you find it hard to get to the meter to read it or to use it
- because you have an illness that affects your breathing, like asthma
- because you have an illness that is made worse by the cold, like arthritis
- because you have to use medical equipment that needs electricity



Tell your gas and electric supplier if you are worried about moving to a prepayment meter and if they still want to do it, you can make a complaint.



You have to have a reason why you don't want a prepayment meter because if you don't agree you could end up owing more money.



If you are not sure what support you can get to pay your bills you can contact your local Citizens Advice service.