



PADDOCK WOOD
COMMUNITY
ADVICE CENTRE

ENERGY COSTS

Are you worried about the costs of heating your home now that autumn has arrived?

Energy Bills

If you are struggling to pay your energy bills, we can help you to contact your supplier to discuss ways to pay what you owe them. Your supplier has to help you come to a solution. You should try to negotiate a deal that works for both of you. If you don't try to negotiate with your supplier, they might threaten to disconnect your supply.

Prepayment Meters

What if you can't afford to top up your prepayment meter? If you've run out of credit and need gas or electricity urgently, we can help you to contact your supplier to ask for temporary extra credit. You'll need to pay this back when you next top up.

If you run out of credit you'll build up extra debt to your supplier, for example by using emergency credit. Next time you top up you'll pay this back straight away. If it feels like you're running out of credit too quickly, this extra debt could be the problem. Ask your supplier to let you pay it off weekly rather than in one go. Try to top up with more money than usual after running out of credit. This will stop your credit from running out too quickly because of the extra debt.

Extra Support

Your supplier has to treat you fairly and take your situation into account. Let them know about anything that could make it harder for you to pay. For example, if you:

- are disabled
- have a long-term illness
- are over state pension age
- have young children living with you
- have financial problems - for example if you are behind on rent

Priority Debts

It is important to note that energy arrears are a 'priority debt'. This means you need to pay them before debts like credit cards.

For more information or help about energy bills, other debts or general advice please contact the Paddock Wood Community Advice Centre at 64 Commercial Road, Paddock Wood, TN12 6DP Email: info@pwadvice.org Tel: 01892838619

If you would like to volunteer with us, please contact us on the details above

PLEASE NOTE WE ARE CLOSED FOR TRAINING PURPOSES ON WED 10 OCT