

Understanding and paying your gas or electricity bill

This is quick and easy advice to help you understand your gas or electricity bill.

Understanding your bill

You need to understand your bill, so that you can make sure that you are paying the right amount of money for your gas and electricity supply.

The [Save on your bill.co.uk website](http://Saveonyourbill.co.uk) has a section on understanding electricity bills. Their advice may help you to spot if a mistake has been made or if you are paying too much.

Paying your bill

You can usually decide how you would like to pay your bill and how often. This might be

- weekly,
- fortnightly, or
- monthly.

Most companies offer different ways to pay, including:

- over the counter at your bank
- By direct debit (an agreement that your gas or electric supplier can take the right amount of money out of your bank account each month)
- online banking
- telephone banking
- over the counter at the Post Office



For **more** help and advice please contact Citizens Advice consumer service on 08454 040506.

- using a payment book
- post

If you find that you cannot pay your bill, you should contact your gas or electricity supplier as soon as possible. Your supplier will work with you to help you with a plan that fits in with your weekly or monthly budget.



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