

# A guide to energy shopping

How to get a better deal on your energy bills

## So you want to get a better deal on your energy bills?

### Take stock

Take a close look at how much energy you're using at the moment and what you're paying. This will help you compare like-for-like information when you're considering other deals.

#### You'll need to have to hand:

- your postcode
- your annual consumption figures
- your method of payment (e.g. Direct Debit)
- your tariff information (e.g. the name of your tariff, standing charge and unit rate)
- any information on exit fees, if applicable.

You can find this information on your latest energy bill, your annual summary or any price increase notices you may have received. Or you can ask your supplier.

### Shop around

Being a successful energy shopper is about knowing what's out there. It's up to you to decide whether you want to:

- stay on your current energy deal
- make sure you're on the lowest deal including separate tariffs for gas and electricity from your energy supplier
- switch to a new energy supplier altogether.

#### To find out what's on offer:

- call or go online to see if your current supplier can give you a better offer
- call or check other energy suppliers' websites for their latest deals including separate tariffs for gas and electricity
- visit an Ofgem-accredited energy price comparison site to see the deals available to you (you can find a list of sites in this leaflet).

### Take control

#### To get your new tariff:

- contact the supplier you've chosen and tell them you'd like to switch. Or use an Ofgem-accredited price comparison site and they'll do the rest
- remember to pay any money you owe to your existing supplier to avoid delays.

## Can I switch if

### I'm on a pre-payment meter?

Yes

### I'm a tenant?

If you are the bill payer, yes. Your landlord may ask you to switch back to their preferred supplier at the end of your tenancy.

### I have solar panels?

Yes. You can choose your energy supplier regardless of who you sell to. You can also switch who you sell to.

### I'm in debt?

#### Credit meter

You will need to clear any debt before switching supplier. Talk to your supplier or ask for help from Citizens Advice Reading.

#### Pre-payment meter

Yes, if the debt is less than £500 per fuel. The debt will go with you to your new supplier.

## Ofgem accredited price comparison sites

Make sure to select the option on the website offering you visibility of all available tariffs, not just the ones the sites can switch you to.

#### Energy Helpline

[www.energyhelpline.com](http://www.energyhelpline.com)  
0800 990 3503

#### Energy Linx

[www.energylinx.co.uk](http://www.energylinx.co.uk)  
0800 849 7077

#### Money Supermarket

[www.moneysupermarket.com](http://www.moneysupermarket.com)

#### My Utility Genius

[www.myutilitygenius.co.uk](http://www.myutilitygenius.co.uk)  
0203 468 0461

#### Quotezone

[www.quotezone.co.uk](http://www.quotezone.co.uk)

#### Runpath

[www.runpathdigital.com/gas-electricity](http://www.runpathdigital.com/gas-electricity)

#### Simply Switch

[www.simplyswitch.com](http://www.simplyswitch.com)  
0800 011 1395

#### Switch Gas and Electric

[www.switchgasandelectric.com](http://www.switchgasandelectric.com)  
03333 700 600

#### The Energy Shop

[www.theenergyshop.com](http://www.theenergyshop.com)

#### Unravel It

[www.unravelit.com](http://www.unravelit.com)

#### uSwitch

[www.uswitch.com](http://www.uswitch.com)  
0800 6888 557

## Contacts

### For advice about energy bills

#### Citizens Advice

Citizens Advice has a comparison site, that compares all available tariffs, but does not provide a switching service.

[energycompare.citizensadvice.org.uk/](http://energycompare.citizensadvice.org.uk/)

You can also find out more on the Citizens Advice website:

[citizensadvice.org.uk/consumer/energy/energy-supply/](http://citizensadvice.org.uk/consumer/energy/energy-supply/)

If you need further help, please contact Citizens Advice Reading and request an energy appointment.

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**Phone:** 0808 278 7819

**Online:** [www.rcab.org.uk](http://www.rcab.org.uk)