Happy Energy

HOUSEHOLDER



UTILITY BILL ADVICE

Helping You Understand Your Energy Bills

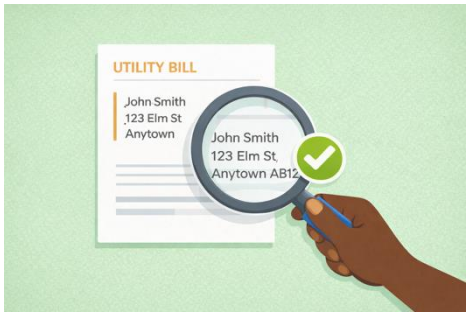
UTILITY BILL ADVICE GUIDE

Energy bills can be confusing — especially with different suppliers, tariffs, and new digital tools.

This guide explains simple steps to help you check, manage, and save on your bills — whether you use an app, your phone, or prefer paper bills.

UNDERSTANDING YOUR BILL

Every bill includes key information:



Your account details – check your name and address are correct.



Your energy use – shown in units (kWh) for gas and electricity.



Your tariff name – this is the plan or rate you're paying.



The amount due – what you owe and when it's due.

If something doesn't make sense, contact your supplier and ask them to talk you through it. They're there to help.

Tip: Most suppliers now offer both paper and digital bills. Choose whichever format suits you best — you have the right to request paper copies if you prefer them.

CHECKING YOU'RE ON THE RIGHT TARIFF

Many people pay more than they need to — often because they haven't checked their tariff recently. It's worth asking your supplier if you're on their cheapest available plan for your usage.

If you're online:

- Log in to your supplier's website or app.
- Look for a "Tariff" or "Plan" section.
- Compare with other available options — some suppliers offer digital-only discounts.



If you're not online:

- Call your supplier and ask: "Can you tell me if I'm on your best tariff for my energy use?"
- Ask them to explain your options clearly or send details by post.



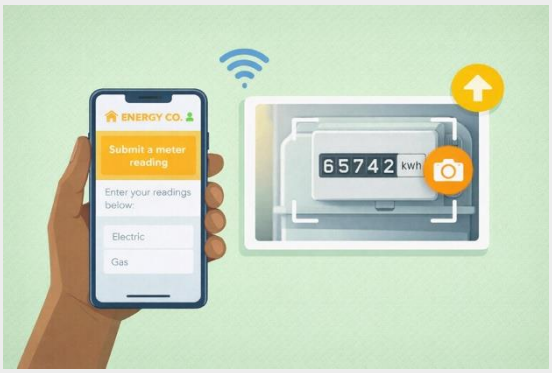
Tip: You can also get free, independent help from:

- **Citizens Advice** – 0800 144 8848
- **National Energy Action (NEA**) – 0800 304 7159

Images generated by ChatGPT 5.2 2026

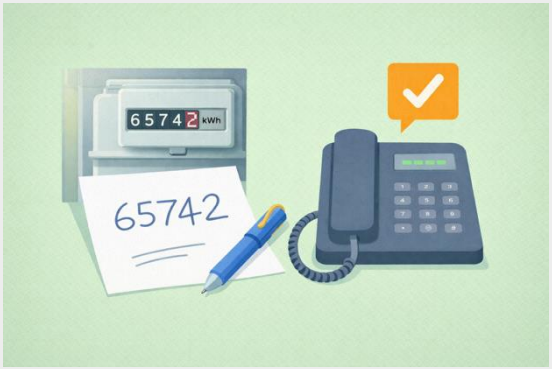
READING & SUBMITTING YOUR METER READING

Accurate meter readings mean accurate bills. If you don't have a smart meter, you'll need to send readings to your supplier a few times a year.



Using the internet or your phone:

- Log in to your energy app or account.
- Find "Submit a meter reading" and follow the steps.
- You can often take a photo of your meter and upload it directly.



Without internet access:

- Write down the numbers on your meter (ignore any red or decimal digits).
- Call your supplier and give the reading over the phone.
- Ask for confirmation that your reading has been received.

Tip: If it's difficult to reach your meter, ask your supplier about free meter reading support.

Images generated by ChatGPT 5.2 2026

MANAGING YOUR ACCOUNT

Whether you use the internet or not, there are ways to stay in control:

If you have a smartphone or computer:

- Use your supplier's app to view bills, payments, and usage.
- Set up alerts to remind you when bills are due.
- Some apps show how much energy you're using day-to-day.



If you don't use the internet:

- Ask your supplier for paper bills by post.
- Request automated phone updates if available.
- You can nominate a trusted person (like a family member or carer) to receive information on your behalf.

Getting Extra Help

If you find it hard to manage bills, or if you have health, age, or income concerns, ask your supplier to add you to the **Priority Services Register.** This offers extra support like accessible bills, advance outage notifications, or nominated contacts.

You can also contact:

- **Simple Energy Advice (SEA**) – 0800 444 202
- **Ofgem (energy regulator**) – 020 7901 7295

Images generated by ChatGPT 5.2 2026

SMART METERS

A **smart meter** is a modern gas or electricity meter that automatically sends meter readings to your energy supplier. This means your bills are based on what you use, rather than estimates.

How a Smart Meter Can Help You

- **More accurate bills** – readings are sent automatically, not estimated.
- **Less to manage** – you won't usually need to submit readings yourself.
- **Clearer energy use** – a simple in-home display shows how much energy you're using, with no internet needed.
- **Helps with budgeting** – makes it easier to spot changes and manage costs.
- **Accessible for everyone** – works with or without the internet; paper bills and phone support are still available.

Good to Know

- Having a smart meter **does not automatically change your tariff**.
- You do not need to use an app or the internet to benefit from a smart meter.
- Your energy supplier can explain how it works and answer any questions before installation.

Need More Information?

If you're unsure whether a smart meter is right for you, contact your **energy supplier** or **Citizens Advice** for free, independent advice.

Quick Checklist

☐ I've checked I'm on the best tariff for me
☐ I've sent a recent meter reading
☐ I know how to get my bills (online or by post)
☐ I know who to call if I need help

Need More Help?

If you're struggling to understand your bill, can't access your online account, or are worried about costs, don't worry — help is available.

Contact your energy supplier for support, or call Citizens Advice or NEA for free, friendly guidance.

If you've had retrofit work completed, your Happy Energy team can also guide you to the right advice and next steps.

Brought to you by

Happy Energy

HEAT Project

Working together for safer, healthier, happier homes