

COST OF LIVING CRISIS: FIGHTBACK

Fact sheet 2

ENERGY BILLS

DO NOT refuse to pay your energy bill in October. Below is how you can make a stand and hurt your energy supplier without getting into debt/damaging your credit rating:

1. Cancel your DD & pay for what you use each month.
2. You then need to write a letter of complaint to your energy supplier. Once that complaint had been raised, your energy supplier can't take any debt collection work on your account, so they can't pass your details to the credit reference agencies etc. That bill gets put on hold whilst they try to resolve your complaint.

The energy company might offer you a small reduction - DON'T accept it. Keep the complaint open & hold strong.

3. Eventually, they will send you a letter of 'Deadlock'. A letter of Deadlock is a letter that is sent to you from your energy company saying they gone as far as they can with your complaint & can't go any further, so your only option now is to take it up with the energy Ombudsman.

For every complaint the Ombudsman receives, they charge your energy supplier £500 for every claim they have to investigate.

4. The energy companies also have limitations on how many complaints they're allowed open as well as a turnaround time of how fast they have to respond to a complaint & get a complaint closed. If they don't respond to them fast enough & don't resolve the complaints or they have too many complaints open, the energy firm will also get hit with a fine from the Ombudsman.

This is how your hurt an energy company. This will also put them in breach of their licensing conditions & put their ability to trade at risk.

So if you want to fight these extortionate price hikes

1. Raise complaints
2. Do NOT close them
3. Take them to the Ombudsman

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You can also submit a “subject access request” under the General Data Protection regulations (GDPR) at the same time as the above. This means the energy company has a legal obligation to provide you with every piece of information they have on you; including telephone conversation transcripts, past bills, everything! This is time consuming for them to collect and is a huge hassle for them however they legally have only one month to comply. It is best to write to them to tell them so that you have evidence of the request, however, the legislation does allow for you making a simple verbal request too!!