

Energy in shared houses

Who do you pay?

You're responsible for paying for the energy you use. However you might need to pay this to your landlord or directly to your supplier. Check your tenancy agreement to see if your rent includes bills and check for any terms that allow your landlord to increase the amount you pay. If you do pay your landlord directly you won't also have to pay your energy supplier - tell the supplier to send the bills to your landlord.

Splitting bills

If only your name is on the bill, then you're legally responsible to pay the whole bill - so it's a good idea to have everyone's name on there, so you're all equally responsible. If one person doesn't pay their share, speak to your supplier as they may give you more time.

There are some companies who will combine all your bills for you - this is called 'all inclusive bills' or 'bill splitting'. These companies can be helpful but you'll have to pay for the service so it will be more expensive. Before signing up to anything make sure you shop around and compare the price between using a company and paying the bills yourself - you could also ask your student union or other students for recommendations.

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We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

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What you need to know about energy



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Moving into a new house?

When you move into your new house you should:

- Take meter readings on the day you move in and send these to your energy supplier. Take a photo so it's time stamped
- Contact your new supplier and tell them you've moved in

If you don't know who your supplier is, our website can help you find them:

citizensadvice.org.uk/find-your-energy-supplier

If your new house has a prepayment meter, where you top up a 'key' at a local shop or Post Office, then contact the supplier straight away. Make sure you don't use a key or a card, or put any money on the meter until you've spoken to them.

Your energy meter

Your energy meter will be somewhere in your home, normally in a cupboard. In a flat, it may be found on the ground floor and should be labelled. If you don't know where the meter is, you should check with your landlord or letting agent.

It's important to send regular meter readings to your supplier so they can bill you accurately for the energy you've used.

To find out how to read your meter, visit:

citizensadvice.org.uk/read-energy-meter

Smart meters

If you have a smart meter, this will come with an 'in home display' which is often confused with the meter itself. The in-home display is a small portable device with a screen on it.

Your smart meter sends readings to your supplier automatically. If the meter readings aren't being sent, you'll need to call your supplier and submit them on the website or app.

Struggling to pay your bills

If you're struggling to pay your energy bill, you should speak to your supplier as soon as possible and let them know. Your supplier should put you on a payment plan and take into account how much you can afford to pay.

Grants and benefits to help pay your bills

- Energy suppliers have grants to help customers pay off their debt. You should contact your supplier to ask for this.
- You might be able to get a grant from a charitable trust to help pay off your energy debt. You can find out more at: turn2us.org.uk/get-support

Your university might have welfare support for students who are struggling.

If you need extra support

You can apply to be added to your electricity network Priority Services Register. You can apply even if you don't have an energy supplier - for example if you live in a park home and pay the park owner for your energy.

bit.ly/434L3jV