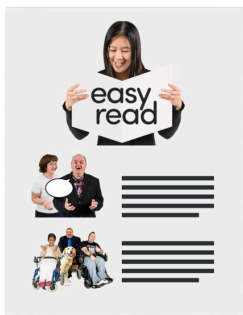




# Information about energy bills if you are moving in or out of your home



**Easy read booklet**



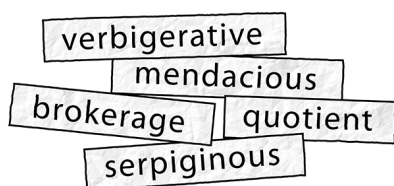
This is an Easy Read version of some information. It has words and pictures.



You might want help to read this booklet. You can ask someone to help you.

## words

Some words in this booklet are **black and bold**. This means we think they are difficult words.



We explain what **black and bold** words mean in a box like this.



Some words in this booklet are **bright blue and bold**. These are links to websites or email addresses. You can click on these links on a computer.

# Who we are



We are a **charity** called **National Energy Action**.



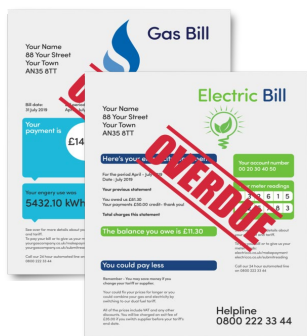
A **charity** is an organisation set up to help people.



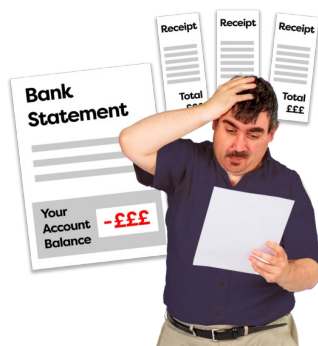
We want to help stop **fuel poverty** in England and Wales.



**Fuel poverty** is when people do not have enough money to use the right amount of energy to stay warm and healthy in their own homes.



When fuel poverty happens, people might not be able to pay their energy bills. This can mean people get into **debt**.



**Debt** is when you owe money for something.



To help fight fuel poverty, we

- give advice and support to people about energy bills
- do work to protect **vulnerable** people
- give training to other organisations so they can support people better.



**Vulnerable** means people most likely to be affected by fuel poverty, like older people or people with disabilities.

# What this booklet tells you about



This booklet tells you information about energy bills if you are moving in or out of your home.



It includes useful advice about what you need to do and tells you how to find out if you owe your **energy supplier** money.



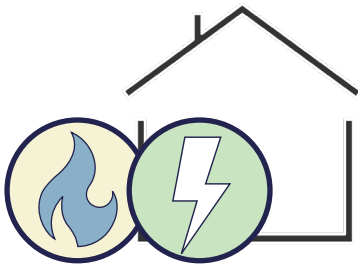
Your **energy supplier** is the company that provides gas and electricity for your home. You pay your energy supplier for the gas and electricity you use.



It also tells you information about water bills.

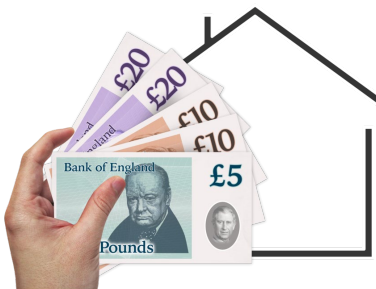
# Moving in

Find out who the energy supplier is for your new home

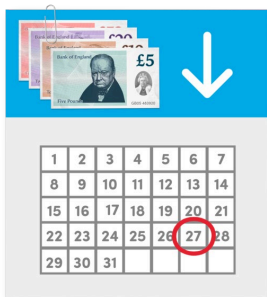


There will already be an energy supplier for the home you are moving into.

If you **rent** your home, you can ask your **landlord** who the energy supplier is.



**Rent** is money you pay to live in your home.



Your **landlord** is the person or company you pay rent to.

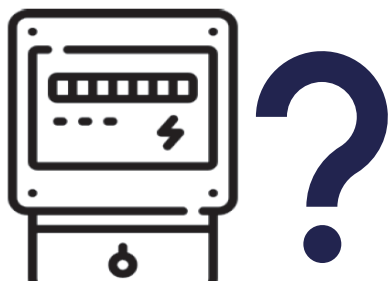


If you own your home, you do not pay rent and you do not have a landlord. You pay money, called a mortgage, to the bank.

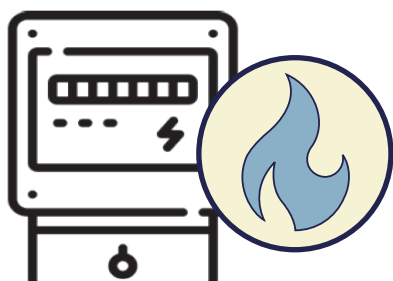




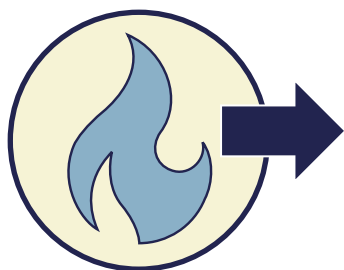
You can use a website called **Find My Supplier** to find out who the gas supplier is.



You can also use Find My Supplier to find out what the **Meter Point Reference Number** is for your new home.



A **Meter Point Reference Number**, or **MPRN** for short, is a special number given to every gas meter.

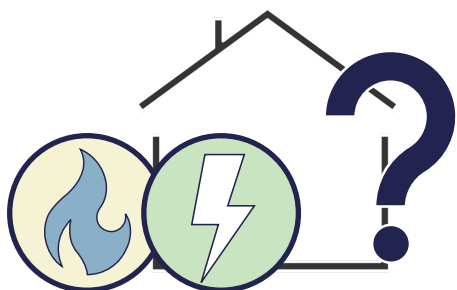


You might need to know your MPRN if you want to change to a different gas supplier.



To use Find My Supplier, go to this website and enter your postcode **[www.findmysupplier.energy](http://www.findmysupplier.energy)**.

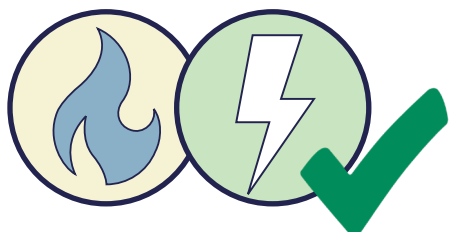
### Choose the energy supplier for your new home



You do not have to stay with the energy supplier at your new home.

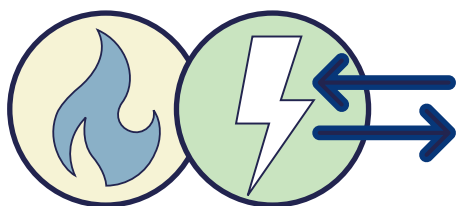


You can choose to stay, or you can choose to change to a different energy supplier.



If you

- choose to stay, contact the energy supplier already at your new home and **register for an account**.



- choose to change, contact the new energy supplier and register for an account as a new customer.



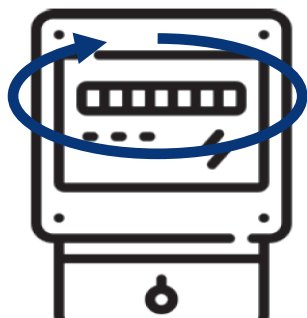


## **Register for an account**

means give your details to the energy supplier so you are set up as the person who pays for the energy that is used in your new home.



When you register for an account, you should also give the **meter readings** for your new home.



**Meter readings** are the numbers on gas and electricity meters that show how much energy has been used.



We tell you more about meter readings on the next page.

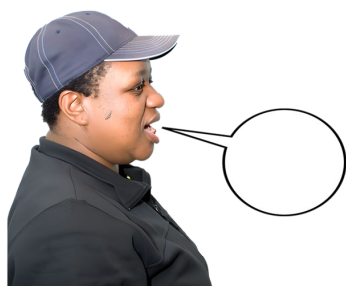
### Take the meter readings at your new home



You should take the meter readings at your new home as soon as you get your keys, even if you are not moving in straight away.



It is a good idea to take photos of the meter readings and keep them as a record.



Give the meter readings to your energy supplier when you register for an account with them.

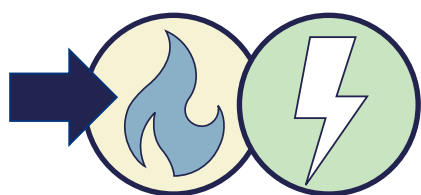


This means you will only pay for energy you use. You will not pay for energy that was used before you moved in.

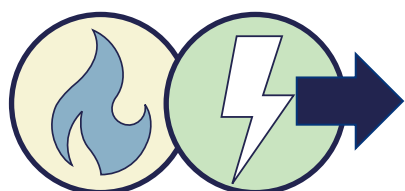
## About types of meters



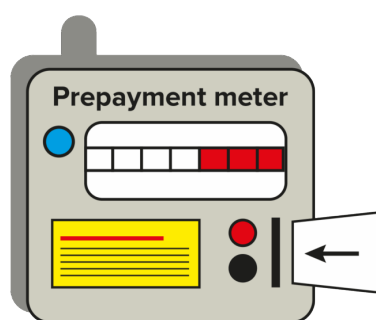
Gas and electricity meters can work in 2 ways, called **prepayment** or **credit**.



**Prepayment** means you pay for energy before you use it.

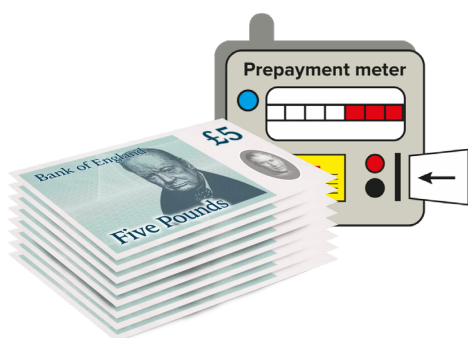


**Credit** means you pay for energy after you have used it.



### Prepayment

When you have a prepayment meter, you have a card or a key that you use to **top up** your gas or electricity.



**Top up** means pay money at a shop, online or on an app to add gas or electricity to your meters.

# Moving in



If your new home has a prepayment meter, contact the energy supplier and find out if there is any debt on the meter.



If there is debt on the meter, it does not belong to you. Ask the energy supplier to remove it from your account.



If there is already a prepayment card or key in your new home, try not to use it. There might be debt on the account.



Ask your supplier to give you a new card or key.



## Credit

When you have a credit meter, you get a bill for the energy you use after you have used it.

# Moving in



You can pay your bill

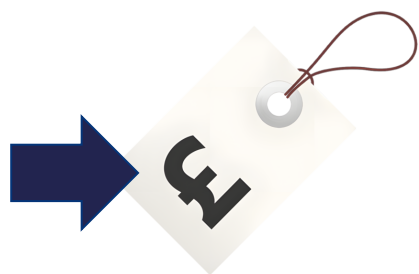
- by cash or cheque
- by **direct debit**.



**Direct debit** means you sign an agreement that says your energy supplier can take payment for your bills from your bank account.



Energy suppliers have different **tariffs** for energy.



When you register for an account with an energy supplier, they will put you on a certain tariff.



It might not be the cheapest tariff. Make sure you ask if there is a cheaper one.

## About smart meters



If your name is on the account for the energy supplier at your new home, you can ask to have a **smart meter**.



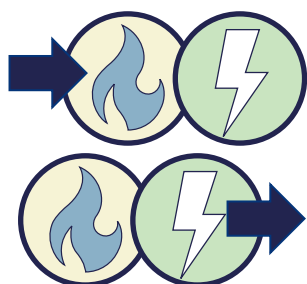
**Smart meters** are the latest type of gas and electricity meters.



Smart meters look the same as other meters, but they do some extra things that can help you know more about how much energy you are using.



They come with a display screen you can use to see how much energy you are using and how much it costs.



Smart meters can be set up as prepayment or credit.



## Moving in



You should tell your landlord before you change to a smart meter.

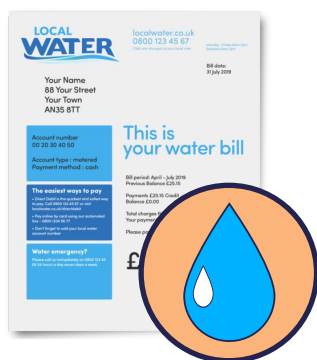


Your landlord is not allowed to stop you getting a smart meter unless there is a good reason.



For advice about what to say to landlords, go to the **Smart Energy** website  
[www.smartenergygb.org/about-smart-meters/smart-meters-renters](http://www.smartenergygb.org/about-smart-meters/smart-meters-renters).

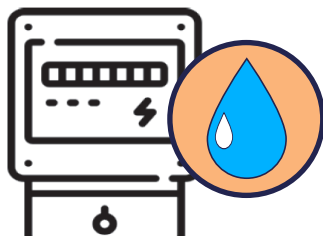
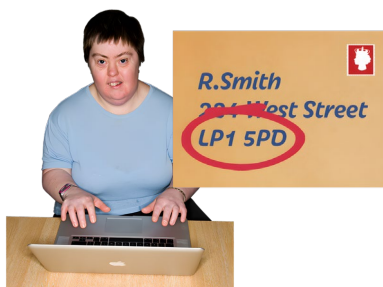
## About water bills



When you move into a new home, you also need to sort out your water bills. Follow the steps on the next page.



# Moving in



- To find out who the water supplier is for your new home, go to this website and enter your postcode  
[www.water.org.uk/customers/find-your-supplier](http://www.water.org.uk/customers/find-your-supplier).

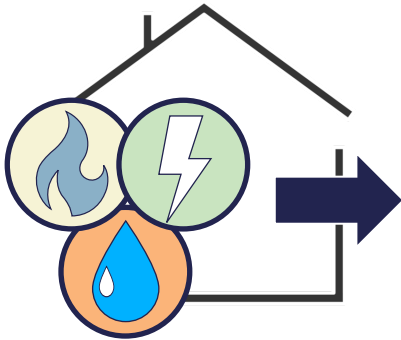
- If there is a water meter, take the meter reading as soon as you get your keys.
- Contact the water supplier and register for an account with them.

You can also tell them what your **income** is.

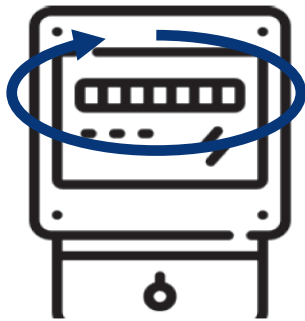
Your **income** is how much money you make from things like your job or benefits you get.

This means they can put you on the right tariff for your situation.

# Moving out



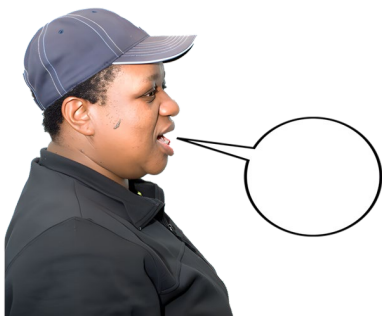
Follow the steps below for your energy and water bills when you are moving out of a home you rent or own.



- Take your meter readings on the last day you officially live at the home.



- Contact your energy supplier and your water supplier as soon as you can.



- Tell them you are moving out and give them your meter readings.

# Moving out



They will make a final bill for you using the meter readings you give them.



This means you will only pay for energy and water you have used.



Give your energy supplier a new address they can send your final bill to.



There might be extra money on your account. You can ask your energy supplier if they owe you any money.

# Priority Services Register



You should tell your energy and water supplier certain things about you so they can add you to their **Priority Services Register**, if that is right for you.



A **Priority Services Register**, or **PSR** for short, is a free service that lets energy suppliers know you might need extra help.



The PSR might be right for you, if

- you are an older person
- you have a disability or health condition that will last a long time
- you need energy or water for medical equipment you use
- you have a child under 5 years old.



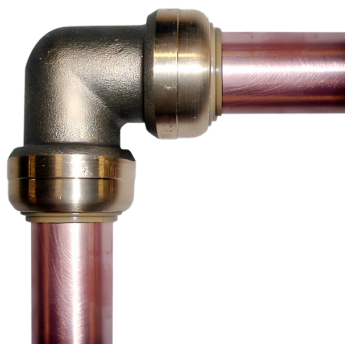


To find out if you can be added to the PSR,

- call this number  
**020 7066 1000**
- or go to this website  
**[www.thepsr.co.uk](http://www.thepsr.co.uk)**.



You also need to tell your **Distribution Network Operator** about your situation so they can add you to their PSR too.



A **Distribution Network Operator**, or **DNO** for short, is a company that look after the pipes and wires that carry gas and electricity.



To find out who your DNO is,

- look on your energy bills
- or go to this website  
**[www.energynetworks.org/customers/find-my-network-operator](http://www.energynetworks.org/customers/find-my-network-operator)**.



# National Energy Action's Energy Advice and Support Service



Our **Energy Advice and Support Service** is a free service set up to help people with energy bill problems.



The service can give you advice about

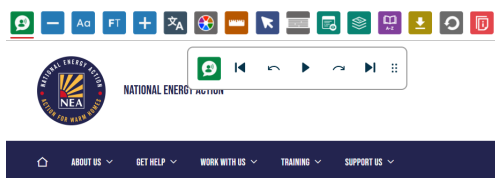
- your energy bills
- how to keep warm in your home
- benefits you might be able to get.



To contact our Energy Advice and Support Service,

- call this number  
**0800 304 7159**
- or go to this website  
**[www.nea.org.uk/get-help](http://www.nea.org.uk/get-help)**.

# About National Energy Action's website



You can

- read our website in more than 160 different languages
- ask our website to read the words aloud in more than 100 different languages
- change the way our website looks to make it easier to read if you have certain conditions, like ADHD and dyslexia, or if you have problems with your eyesight.

## About this booklet



This booklet was written by National Energy Action in **April 2025**.





# National Energy Action

Our website is [www.nea.org.uk](http://www.nea.org.uk).

Our charity registration number is **290511**.

Thank you to A2i for the words  
[www.a2i.co.uk](http://www.a2i.co.uk) (reference **42592b**)