

Managing Energy Debt

Advice and support from
the Utility Regulator.



Struggling to pay your energy bills?

You're not alone, support is available.

As an electricity or gas consumer, you are protected by standards that your energy supplier must follow. These standards are set by the Utility Regulator in **Codes of Practice**.

The **Code of Practice on Payment of Bills** provides you with protection if you are struggling to pay your gas or electricity bills or if you get into debt with your gas or electricity supplier.

Your supplier is required to work with you to help you avoid getting into debt or building up a large amount of debt with them.



What you need do to next.

Contact your supplier immediately.



If you are struggling to pay your electricity or gas bills, your supplier can support you by setting up a suitable **payment plan**. If your circumstances change, they must take your individual situation into account and work with you to find a suitable solution.

If you already have a debt with your supplier, they are required to agree a **repayment arrangement** that is affordable and suitable to your ability to pay. If the arrangement is no longer affordable, they must review it with you. You will not be expected to repay all of your debt at once unless you choose to do so.

Your supplier can also put you in touch with organisations that provide debt advice and support.

For the full **Code of Practice on Payment of Bills** click [here](#).

Consumers in vulnerable circumstances

If you're in vulnerable circumstances, your supplier may offer a **'breathing space'** period so you can get debt advice before starting a repayment plan.

You are also entitled to extra protections under the Utility Regulator's **Code of Practice for Consumers in Vulnerable Circumstances**. Find out more [here](#).

Key contacts.

Quick access to support.



Energy suppliers

Budget Energy Ltd: 0800 012 11 77

✉ talkToUS@budgetenergy.co.uk

Click Energy: 0800 1 070732

✉ chat@clickenergyni.com

Power NI: 0800 0285 455

✉ home@powerni.co.uk

Share Energy: 0808 304 9870

✉ chat@share-energy.com

SSE Airtricity: 0345 601 9093

✉ customerservice@airtricity.com

firmus energy: 0800 032 4567

✉ furtherinfo@firmusenergy.co.uk

SSE Airtricity Gas Supply (NI) Ltd: 0345 900 5253

✉ info@airtricitygasni.com

Advice Organisations

Advice NI: 0800 915 4604

✉ advice@adviceni.net

Christians Against Poverty (CAP): 0800 328 0006

✉ contact@capuk.org

MoneyHelper: 0800 138 7777

✉ home@powerni.co.uk

StepChange Debt Charity: 0800 138 1111

✉ [email form](#)

Save energy, save money.

Small changes make
a big difference.



Avoid using your tumble dryer in warmer weather



Switch appliances off standby mode



Avoid overfilling your kettle



Only run your dishwasher when it's full



Keep your shower time to just 4 minutes



Swap one bath a week with a 4-minute shower



Turn off lights when you leave a room



Use fewer, colder washes for your laundry

For more energy-saving tips and to see how much
your household appliances cost to run, visit the
Consumer Council for Northern Ireland.

Further advice and support

Visit our website for more information,
advice and support on managing
energy debt.

www.uregni.gov.uk

