

*Not changed your energy tariff in the last 2 years?  
Now is the time.*



AVERAGE  
YEARLY DUAL  
FUEL SAVING:  
**£216**

## The 'Easy Energy Switching Tool' for Nottinghamshire households.

Switching energy providers is easy and could make a big difference to your gas and electricity bills.

SWITCH ONLINE: [www.climatenottinghamshire.org.uk](http://www.climatenottinghamshire.org.uk)  
OR CALL: **0800 410 1143**

Supported by:

**Climate**  
nottinghamshire

Nottinghamshire  
Climate Change  
Partnership

If you require further guidance please call Nottingham Energy Partnership **0115 985 9057**.

# FAQs

## 1. What is 'The Easy Energy Switching Tool'?

This is Nottinghamshire's very own tool dedicated to finding you the cheapest deal for your energy. You can either use the online tool, or switch by phone.

The tool is supported by Nottinghamshire Climate Change Partnership (NCCP), a group of climate representatives from Nottinghamshire's District and Borough councils, plus representatives from the health service and universities. The tool is hosted on the NCCP website and powered by EnergyLinx.

## 2. Why use 'The Easy Energy Switching Tool'?

It's quick, hassle free, 100% impartial and within a matter of minutes you could be saving £100s a year on your household bills.

With hundreds of energy tariffs available in the UK, switching supplier can seem daunting. It does not have to be. Our tool does all the hard work for you, all you need to do is input a few details and select the best deal available to you.

### Benefits:

- **It could save you hundreds of pounds**
- It is accredited by Consumer Focus
- It is fully comprehensive, independent and impartial
- Prices and tariffs are kept up to date
- The suppliers and tariffs are monitored on a continuous basis

All energy companies have increased the number of tariffs and deals. In the UK, millions of people have not taken advantage of these deals and are still paying more than they need for their energy.

## Who can switch?

Anyone can switch. Even if you do not live in Nottinghamshire, you can still switch.

The switching tool provides the facility to compare results for householders with prepayment meters.

If you have a fuel debt of up to £500, you can still switch but you will need to check with your current supplier before you switch.

## How can I switch?

You can switch:

**Online :**     **[www.climatenottinghamshire.org.uk](http://www.climatenottinghamshire.org.uk)**

**By phone:**   **0800 410 1143** (free from landlines)

## 3. What details do I need to switch?

- Existing supplier
- Name of tariff you are currently on
- How much you have spent on energy in the last 12 months/or how much energy you have consumed in the last 12 months
- Current method of payment
- Postcode
- All details can be found on your annual statement or bills for the last 12 months

## 4. Online Switching

- 1 Log on to: [www.climate Nottinghamshire.org.uk](http://www.climate Nottinghamshire.org.uk) and click on the blue 'compare now' button, this will take you through to the tool.
- 2 Select which fuel(s) you wish to compare, once selected a pop up box will appear asking for your house number, street and postcode. It will also request your email address, which is optional.

**Climate Nottinghamshire** Nottinghamshire Climate Change Partnership

0800 410 1143  
Mon-Thurs: 9am - 8pm | Fri: 9am - 6pm

### Create your own Gas and Electricity Personal Projection

We search and compare every single tariff available from every single supplier in the UK. Our average saving is £139.01\*\* per annum

Click the fuel type you wish to compare

- Gas and Electricity
- Electricity only
- Gas only

Next, fill out your energy information.

### 3 Your current energy supplier

Your suppliers

- One dual fuel supplier
- Separate suppliers

Current dual fuel supplier

British Gas

Current dual fuel tariff

Standard

### 4 Your electricity

How do you currently pay?

- Monthly Direct Debit
- Quarterly Direct Debit
- Pay on receipt of bill
- Prepayment meter

Do you have a SMART Meter?

- Yes
- No

Do you have an Economy 7 Meter?

- Yes
- No

Your electricity consumption

- I know how much I spend in pounds
- I know how much I consume in kWhs
- I don't know how much I spend or consume

£

per

Please select

5

## Your electricity

How do you currently pay?

- Monthly Direct Debit
- Quarterly Direct Debit
- Pay on receipt of bill
- Prepayment meter

Do you have a SMART Meter?

- Yes
- No

Do you have an Economy 7 Meter?

- Yes
- No

Your electricity consumption

- I know how much I spend in pounds
- I know how much I consume in kWhs
- I don't know how much I spend or consume

£  per

6

## Your gas

How do you currently pay?

- Monthly Direct Debit
- Quarterly Direct Debit
- Pay on receipt of bill
- Prepayment meter

Do you have a SMART Meter?

- Yes
- No

Your gas consumption

- I know how much I spend in pounds
- I know how much I consume in kWhs
- I don't know how much I spend or consume

£  per

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## You and your home

What is your Postcode?



Supply address

Your email address

Do you have a Green Deal?

- Yes
- No

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## What is important to you

Show only

- Fixed Price Tariffs
- Tariffs with no exit or early termination charges

Online, off-line or mobile

- Online Tariffs only
- Off-line Tariffs only
- Mobile Tariffs only
- Online and Off-line Tariffs

How would you like to pay?

- Monthly Direct Debit
- Quarterly Direct Debit
- Pay on receipt of bill

Show me tariffs I can switch to today

- Yes
- No

## 5. Results. How much can you save?

Once you have inputted all your data and pressed 'compare now', a new page (see below) will appear displaying the energy tariffs and potential savings you would get if you switched.



0800 410 1143  
Mon-Thurs: 9am - 8pm | Fri: 9am - 6pm

Home / Dual Fuel Comparison / Personal Projection

### Your personal projection

Finished search

40

tariffs found

What you have requested:

Fuel type Gas and Electricity Future payment by Monthly Direct Debit  
Gas kWhs 4,935 Electricity kWhs 4,578

Personal Projection No

19651949

Gas and Electricity Electricity Only Gas Only

Tariff name	Personal Projection	Payment	Difference	Paperless	Exit Charge
<b>iSave Fixed August 2015</b>					
	£813.06 Tariff Comparison Rate (pence per kWh) Electricity: 13.09p Gas: 4.09p <a href="#">Click to see FAQs</a>	£68.00 Monthly Direct Debit	£226.94 savings per annum	Yes	Yes
<a href="#">Proceed online</a> <a href="#">Proceed by phone</a> <a href="#">More info</a>					
<b>Cheaper Energy Fixed</b>					
	£851.98 Tariff Comparison Rate (pence per kWh) Electricity: 13.95p Gas: 4.09p <a href="#">Click to see FAQs</a>	£71.00 Monthly Direct Debit	£188.02 savings per annum	Yes	Yes
<a href="#">Proceed online</a> <a href="#">Proceed by phone</a> <a href="#">More info</a>					
<b>Fixed Price August 2015</b>					
	£864.71 Tariff Comparison Rate (pence per kWh) Electricity: 13.55p Gas: 4.55p <a href="#">Click to see FAQs</a>	£73.00 Monthly Direct Debit	£175.29 savings per annum	No	Yes
<a href="#">Proceed online</a> <a href="#">Proceed by phone</a> <a href="#">More info</a>					
<b>Fixed Price August 2015</b>					
	£864.71 Tariff Comparison Rate (pence per kWh) Electricity: 13.55p Gas: 4.55p <a href="#">Click to see FAQs</a>	£73.00 Monthly Direct Debit	£175.29 savings per annum	Yes	Yes
<a href="#">Proceed online</a> <a href="#">Proceed by phone</a> <a href="#">More info</a>					

The table also tells you whether the deal is paper less and if there is a charge to leave should you change your mind at a later date.

If you do want to switch, you have the option of switching online or over the phone, if you are still not sure you can request to see more information.

## 6. Confirmation. This is where you enter your personal details.

### Personal details

Title

First name

Last name

Email

Phone number

Date of birth  /  /

### Supply address

Your postcode **NG3 5HF**

Your address **20, Corby Road, Nottingham, Nottinghamshire**

Time at this address  years  months

Your residential status

- Home Owner
- Tenant
- Landlord

### Billing address

As above or [click here if a separate billing address is required](#)

### Special needs

Please state

Supplier	First Utility	Tariff	iSave Fixed August 2015	<a href="#">View terms and conditions</a>
Cost	£813.06 per annum	Difference	<b>£226.94</b> per annum saving	<a href="#">View tariff pricing details</a>

Next step →

## 7. What happens next?

Once you have selected a new tariff and confirmed you would like to switch, a confirmation email will be sent to you confirming the switch is in process. The email will contain information about your new tariff.

An energy transfer typically takes around 4-6 weeks to complete. This includes a 14 day cooling off period in which you can cancel the switch. If the you are simply changing tariffs and not supplier, then the switch will occur almost immediately.

If you have signed up to a new supplier your details will be passed onto them and they will organise the switch. Confirmation details will be sent to you containing new supplier/tariff contract information including the new price and the terms and conditions of supply.

Your new supplier will use exactly the same wires, pipes and meters that you currently use. The only thing that you will notice is that your bill will come from your new supplier.

Please note, your old supplier may call to encourage you to cancel the switch.

When the switch is complete you will receive a welcome email from your new supplier. This provides details relating to the transfer.

## 8. Tariffs explained

- Dual Fuel

Dual fuel energy tariffs provide gas and electricity from the same energy supplier. It not only makes life easier, many energy companies also apply a discount on your bill for opting for both gas and electricity supplied by them.



- **Fixed Energy Tariffs**

Fixed energy tariffs guarantee a certain unit price for gas or electricity for a set period of time, offering peace of mind if you're worried about energy price rises.

However, they can be up to 20% more expensive than non-fixed tariffs, and because you're locked into a particular price, you won't benefit from any price cuts during the fixed period. Exit fees for leaving the deal before the fixed period expires are common.

- **Capped Energy Tariffs**

A capped energy tariff guarantees the unit price you pay for electricity or gas (often called the kilowatt hour price - kWh) won't rise beyond a certain level for a fixed period, protecting you from energy price rises. The unit price for capped energy is usually higher than a supplier's standard tariff, but it can go down if your energy supplier cuts its standard energy prices during the period you're fixed for. There may be an exit fee if you switch before a capped period expires - check the terms and conditions of your plan before signing up to a different offer.

- **Online Energy Tariffs**

Online energy tariffs enable you to manage your energy account online in return for cheaper gas or electricity - these are generally the cheapest energy deals around.

You will be able to view your account and recent statements online at any time, as well as entering your own meter readings. If needed you will still be able to talk to a representative regarding your bill.

- **Prepayment Energy Tariffs**

These tariffs are for people with prepayment meters and enable customers to pay in advance for gas and electricity by 'topping-up' their meter using prepay tokens, cards or a key. Prepayment meters charge for energy on the basis of a fixed standing charge, plus a charge for each unit of gas or electricity.

Some people find prepayment meters an easier way to manage their finances. However, it's widely accepted that prepayment is one of the most expensive ways to pay for energy. You'll need a new meter if you want a tariff that allows you to pay by cheque or direct debit - contact the energy supplier to discuss your options.

- **'Green' Energy Tariffs**

Most gas and electricity companies in the UK offer 'green' energy tariffs. Green suppliers or tariffs make a contribution to environmental schemes but don't necessarily guarantee the energy you are supplied with comes directly from renewable sources.

Other energy companies, such as Good Energy and Green Energy UK, specialise in providing up to 100% of energy directly from renewable sources.

## **9. Are there different contracts available?**

Yes, there are two basic types of contract; rolling contracts and fixed term contracts:

- **A Rolling Contract**

This carries on until you cancel it. During the period of the contract, the price of electricity can go up or down in accordance with the terms of the contract.

You can end this contract at any time on 28 days notice, or 2 days notice if you are moving house.

- **A Fixed Term Contract**

This is given over a period of one or two years. If you terminate this contract early, you may be liable to pay an early termination fee.

This fee will only be charged if you move to another supplier or tariff.

If you are moving, you will not have to pay an early termination fee.

## **10. What if my new supplier increases its prices or my contract terms change?**

The supplier must provide at least 10 days notice in writing to announce significant changes in the terms of contract. You will then have a further 14 days to decide and let your existing supplier know whether you intend to end your contract and switch to another supplier.

If you do decide to move within this time, you will continue to be billed for the energy you use at the old contract terms until such time as you transfer to your new supplier. You will not be liable for any cancellation fees.

## **11. Who is responsible if my supply is interrupted or disconnected?**

Your supplier must provide you with a 24-hour emergency number which you should call if you think there is a safety problem with your meter, the electricity cables, gas lines or other equipment running into your home.

Your supply company is not actually responsible for the wires, cables and pipes that supply energy into your home; this is the responsibility of the local distribution company.

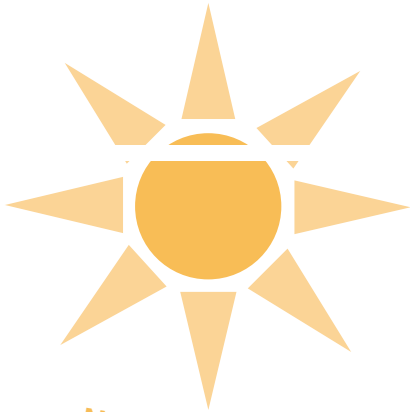
## **12. Avoiding Disconnection**

If you let your energy bills build up there is a risk of eventually being disconnected, which means having your energy cut off by your supplier.

You cannot be disconnected in the six months between October to March if you are of pensionable age and live alone or you live with people who are of pensionable age or under the age of 18. If you have a pensioner living with you, you should inform your supplier as they must take all reasonable steps not to disconnect. The same rule applies if someone living in your home is chronically sick or disabled.

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