



Lewes District Citizens Advice

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Does this sound familiar?

My energy bill really shot up. I've tried to contact my energy supplier for support, but no one ever seems to answer the phone or respond to my emails.

It's normal for your energy bills to change throughout the year depending on how much gas and electricity you're using. But if your bills seem strangely high, it's important to investigate why.

Firstly, check your [meter](#) is working properly and your usage has definitely not gone up. Check when you're using night storage or immersion heaters, these can cause very high bills if used incorrectly.

It could be that your bill is an estimate, you might need to give your supplier a new meter reading. Check your last meter reading to see if it matches the one on your bill. If you still don't have an answer, your supplier might have raised their prices.

Customer Service varies between suppliers; we hear of many bad experiences. If you're struggling to get through to them, make a formal complaint. We offer advice on [how to do this](#).

We publish a [comparison table](#) every three months which rates suppliers' customer service, based on things like telephone wait time, email response time and the accuracy of their bills.

If you'd like to talk it through with someone contact [your nearest Citizens Advice](#) for support or [the consumer helpline](#).

Citizens Advice Helplines

- **Adviceline** call **0808 278 7892** Monday- Friday 9am to 5pm.
- Email advice www.eastsussexcab.co.uk
- Chat online to an advisor on our website citizensadvice.org.uk/contact-us.
- **Consumer Helpline** on 0808 223 1133
- **Universal Credit** Help to Claim line
0800 1448444.

Notes to editors:

1. The Citizens Advice service comprises a network of local bureaux, all of which are independent charities and the national charity Citizens Advice. Together we help people resolve their money, debt, legal and other problems by providing information and advice and by influencing policy makers. For more information please visit our website www.lewesdistrictcab.org.uk. We are also on Twitter @lewescab1.
2. The advice provided by the Citizens Advice service is free, independent, confidential and impartial and is available to everyone regardless of race, sex, disability, sexual orientation, religion, age of nationality.
3. The majority of our staff are trained volunteers, working at around 3,500 offices across England & Wales.