



Keeping track of your energy costs

A stay warm, save money guide



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FUTURES

Knowing what you are using
and spending on energy will
help you feel more in control.

You can do this by reading your
meter regularly or getting a
smart meter installed.

Look out for these symbols on each page



Essential
information



Money saving
advice



Useful tip



Additional
support



Regularly reading your meters may also help identify any mistakes on your bills too – which will make resolving any issues with your energy supplier much easier.





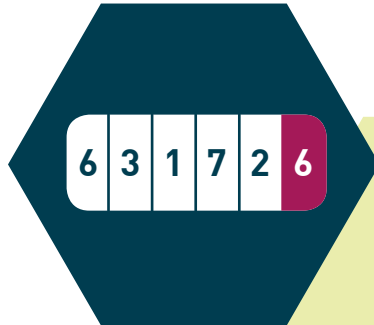
Reading your meter

Get in the habit of regularly checking your meter and always send in a meter reading when your supplier requests one - if you don't you will get estimated bills which could be too high or too low. Many suppliers now accept meter readings by text, email or smartphone app. If this is easier for you, ask if your supplier provides this service.

If you are unsure how to read a meter your energy supplier will be able to advise you – use their website or helpline.



If you cannot access your meter to read or top up easily, you can ask your supplier about having it moved to an easier location. There may be a charge for this.





Smart meters



Smart meters are a new FREE type of gas and electricity meter that can:

- Allow your energy supplier to take regular meter readings without you having to do anything
- Show you how much energy you are using and how this changes depending on what you have switched on
- Show you how much money you are spending on gas and electricity
- Allow your energy supplier to make more tailored recommendations about how to help you use less energy and save money.

Your supplier will contact you when you are due to have a smart meter installed. If you want one before then, you can contact your supplier. Smart meters are not currently available in all areas – in this instance, your energy supplier may add you to a waiting list and notify you when they are ready.



Always ask your supplier to install the most up to date type of meter. Contact your supplier to find out more – you can get their phone number by looking at the top of your bills or by visiting their website.





Get in touch

Free and practical help for all Clarion Housing residents with keeping track of your energy costs.

myclarionhousing.com/guideline

Email: guideline@myclarionhousing.com

Help and guidance is by Clarion Futures Money and Digital. A charitable foundation, Clarion Futures, will invest £150 million over 10 years to deliver one of the largest social investment programmes in the country. Clarion Futures is part of Clarion Housing Group, which also comprises the country's largest housing association, a property development company and a repairs and maintenance service.



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