Paying Utility Bills

We have collated some information with regards to paying your utility bills:

- Council Tax
- Water Companies
- Energy Providers
- What help is available from energy provider
- What if I can’t top up my prepayment meter
- Contact details for energy suppliers

If you need more information on the current situation see the High Peak Borough Council Hub for information: [https://www.highpeak.gov.uk/Coronavirus](https://www.highpeak.gov.uk/Coronavirus)

For local information please see the High Peak CVS website which has links and contact details for all the local information in the area: [http://highpeakcvs.org.uk/directory.asp](http://highpeakcvs.org.uk/directory.asp)

**Council Tax**

High Peak Borough Council have a dedicated page for residents needing financial support:


The Council is committed to supporting residents where possible in easing financial pressures during these unprecedented times.

The Council can offer the following flexible payment plans;

- 12 monthly payment plans running from April 2020 to March 2021 to lower monthly payments
- Instalment plans starting in June 2020 and running for 10 months until March 2021 to delay payment until June


**Water companies**

Within the High Peak we are covered by the following water companies, check your water bill to confirm who supplies you.
United Utilities

https://www.unitedutilities.com/Coronavirus-update/

If you are having difficulties paying your bills please see the link below for more information:

https://www.unitedutilities.com/my-account/your-bill/difficulty-paying-your-bill/

United Utilities are requesting people to use their website to find more information but if you do need to contact them their contact numbers are:

0345 672 2888 (for customers who don’t have a water meter)
0345 672 2999 (for customers with a water meter)
0345 672 3723 Water and wastewater queries & emergencies Got a burst pipe, blocked drain or sewer? Worried about the colour of your tap water or your water pressure? Our team are here to help, 24 hours a day.

United Utilities Priority Service

If you or any of your family or friends need a little extra help due to particular health issues, please make sure you’re signed up to Priority Services. You can register online and by letting us know about your needs and circumstances, we can do our best to adapt our support for you. If you know someone in your family or a friend who could benefit from this, you can also register them too if they don’t have access to online services


Severn Trent

https://www.stwater.co.uk/keeping-water-flowing/coronavirus/?iid=hp:corona:pf1

If you are having trouble paying your bills please see the information below:

https://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill/

Severn Trent Priority Service

Please let us know about any medical conditions or mobility issues you or members of your household have. This will help us to support you in the best possible way, with everything from understanding your bills to providing support during emergency repairs.

https://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-a-medical-condition-or-disability/

If you need to contact Severn Trent by phone the number are:

0345 7500 500: Billing queries (Mon-Fri 9am-5pm Saturday 9am-1pm)
0800 783 4444: Supply Issues (24/7)
What help is available from energy providers?

The Government and energy suppliers have launched an emergency package, to make sure anyone vulnerable doesn’t suffer hardship with heating or lighting their homes during the COVID-19 crisis.

If you’re struggling to pay for your gas or electricity, you may have the following options to help:

• support reviewing bill payment plans, including debt repayment plans
• take payment breaks or reductions in how much you pay
• providers may give you more time to pay
• receive access to hardship funds

The Government has advised energy customers that no credit meters will be disconnected during the coronavirus outbreak.

What if I am unable to top up my prepayment meter?

If you are self isolating because you are ill or you have been advised to self isolate/shield yourself you will be unable to go out to top up your meter. In this case you should contact your supplier as soon as possible and discuss how you can stay connected. You will find their contact details on their website or on your bill.

Options to help keep you topped up include:

• asking a friend or family member to top up your prepayment card for you
• having discretionary funds added to your account
• receive a preloaded top-up card in the post

If your meter is outside, Ofgem has recommended leaving your meter box unlocked but only if this can be done safely. Wherever possible, arrange for a family member, friend or neighbour to take your top-up card to the shop and add funds. Please make sure that the card has been fully sanitised before passing it over to avoid the risk to others.

If you have run out of credit and need electricity or gas urgently please contact your supplier and discuss getting temporary extra credit added to the account. This will need to be paid back so make sure you discuss when and how this will happen with the supplier.

If you have a prepayment meter because you are repaying a debt to your supplier, you can ask them to reduce the amount you repay each week.

Contact Details for energy suppliers

Contact details for the main energy providers are:

• British Gas – 0333 202 9802
• EDF – 0333 200 5100
• E.ON – 0345 052 000
• N Power – 0800 073 3000
• Scottish Power – 0800 027 0072
• SSE – 0345 026 2658
• OVO Energy – 0330 303 5063
• Shell Energy – 0330 0945802
• Coop Energy (powered by Octopus Energy) – 0808 164 1088
• Octopus Energy – 0808 164 1088

Further advice can be found on the Citizens Advice Website:


The contact details for Citizens Advice Bureau for the High Peak are: 0300 456 8390
http://www.ddcab.org.uk/