

Support with paying your energy bill

If you're worried about paying your bills, or you're in debt, we're here to help.

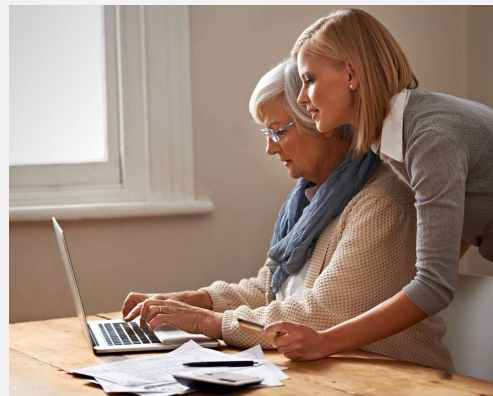
How we can help

If you're having trouble paying bills, let us know and we can help. Just get in contact - have your account number and an up-to-date meter reading handy.

We'll ask you a few questions about your situation to help work out a way to pay your bill. All you have to do is get in touch with us to get started.

Types of support and further information

- [➤ Help with paying your bill](#)
- [➤ Help for those on benefits](#)
- [➤ What happens if you don't let us know you need support](#)
- [➤ How to protect your credit rating](#)
- [➤ Other ways to get support](#)
- [➤ Where else you can get help](#)



Help with paying your bill

Part payment

Where possible, you can make a part payment towards an outstanding balance and set up a payment plan for the rest (plus your future usage), meaning you don't have to pay a lump sum all at once. Just get in touch with us to discuss this option.

Payment plan

We may be able to set up a payment plan to cover the full outstanding balance (plus your future usage) so you can spread your payments out over a number of months. Plus you don't have to pay a lump sum. Get in touch with us to talk about this option.

After choosing a payment option

Once we've discussed a payment option with you, we'll give you help whenever you need it and keep an eye on your payments as well.

Installing a prepayment meter

Where it is safe and practical for you to have prepayment meter, you can pay for your energy as you go and work off any debt at the same time.

[Learn more about prepayment meters](#) >

npower Energy Fund

Our Energy Fund is set up to:

- Help npower customers struggling to pay for energy debt
- Replace white goods, such as cookers, washing machines and fridge freezers.

You'll need to apply online through the [Energy Fund website](#).

Help for those on benefits

If you get certain benefits, our Fuel Direct scheme may be for you. It takes a set amount from your benefit each week and puts it towards your bills or outstanding payments. Just get in touch with us and we can discuss this with you.

The amount is calculated based on your energy usage plus a fixed amount. It's available for both gas and electricity.

You'll qualify for Fuel Direct if you get one of these benefits:

- Income support
- Income-based Job Seekers Allowance
- Pension credit
- Income-related employment and support allowance
- Universal Credit

What happens if you don't let us know you need support

If you don't contact us and make us aware of your circumstances, we'll contact you and we could:

- Pass your details to our debt recovery team
- Arrange a visit to your home (which would add costs onto what you owe)
- Apply for a warrant to fit a prepayment meter at your home

And if we can't fit a meter we may have to disconnect your supply and charge for any extra costs. So it's really important you contact us - that way we can help.

How to protect your credit rating

Missing or being late with payments could negatively affect your credit rating. Like most big companies, we share your information with different Credit Reference Agencies (CRAs) to stop identity fraud. So, if you're having trouble paying your energy bill your credit could be affected, which might mean you'll have a problem borrowing money elsewhere.

[Learn more about credit information and credit scores](#) ➔

Other ways to get support

Warm Home Discount

Our Warm Home Discount offers eligible customers an annual benefit £140 towards their electricity.

[Learn more about the Warm Home Discount](#) ➔

Cold Weather Payments

Between 1 November and 31 March, if you're claiming government benefits you may be able to get a Cold Weather Payment. Payments are made when the temperature locally is either recorded as, or forecast to be, an over of zero degrees Celsius (or below) over seven consecutive days.

[Learn more about Cold Weather Payments on gov.uk](#) ➔

Where else you can get help

If you need extra advice, there are plenty of places you can get help (including):


- ➔ [Citizens Advice](#)
- ➔ [StepChange Debt Charity](#)

Need more help?


Start typing here

Search 



Make a
payment 




Send a meter
reading 



Set up a
Direct Debit




View your bill
online 



Related documents



Extra support guide (PDF, 1459KB)

Protecting vulnerable customers from disconnection 

Questions we get asked

- [What happens if I can't pay my monthly Direct Debit?](#)
- [Does the savings amount shown for Cheapest Similar Tariff and Cheapest Overall Tariff include my Warm Home Discount?](#)



More in this section

- [Extra support](#)
- [Warm Home Discount](#)
- [Priority Services](#)

Can't find your answer online?

To get you to the right person faster, please have your account number handy when you contact us.



Live Chat

Live chat available

Chat now



Call us



Other ways to contact us

All about npower

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