

**Warm This Winter**



## **The Warm This Winter guide to claiming back your energy credit**

[What is the Big Energy Credit Claim Back?](#)

Page 1

[How does it work?](#)

Page 2

[Take action now](#)

Page 3

[About Warm this Winter](#)

Page 38

**While households are counting pennies to make ends meet, energy suppliers are sitting on billions of pounds of our cash through credit balances.**

This money belongs to customers, and **we have the right to claim it back. So we're launching the Big Energy Credit Claim Back** to demand what's ours from our energy suppliers. If you pay for your energy by direct debit, keep reading to find out how to get involved.

### **What is the Big Energy Credit Claim Back?**

The Big Energy Credit Claim Back is a campaign that the Warm This Winter coalition has launched alongside partners to help households reclaim their unused energy credit from energy suppliers. It's an opportunity for the public to stand up to energy companies and suppliers who have not done enough to bring energy prices down, leaving households struggling while their industry has made an estimated £420 billion in profits since the energy crisis began.

It's also a protest against the lack of action by the Government to end our broken energy system. The UK's reliance on oil and gas has plunged ordinary people into

fuel poverty and debt, yet politicians are failing to promise a real programme of insulation and renewable energy - even though it's the best way to lower bills and end the cold homes crisis.

If you feel strongly about these issues, or about the fact that energy suppliers use debt collectors to force their way into homes and install pre payment meters, or that smart meters do not work, or that you're stuck on an expensive fixed-rate tariff and can't switch because exit fees have gone up 318%, then join us.

This guide will give you all the key info you need to take action and send a powerful message to energy suppliers.

If you have additional questions, get in touch at [info@warmthiswinter.org.uk](mailto:info@warmthiswinter.org.uk)

## **How does it work?**

If you pay your energy bills by direct debit, you can claim back any credit you may have overpaid throughout the previous year.

That's because your payments are averaged across the whole year and you start building up money in your

account from Spring, when the worst weather and therefore higher energy use is over, to cover the cost of the following winter.

But energy firms may be overcharging you and are sitting on credit balances which are actually your money. Around a third (32%) of consumers always have credit on their accounts with energy firms, according to Warm This Winter research with Opinium.

It is estimated that energy companies are holding between £2.3 billion and £5.1 billion of credit that customers have not claimed back.

### **Take action now**

Different companies have different ways in which you can claim your credit back, so we've done the research and compiled the individual steps for the big eight energy companies and gathered information on medium-sized and smaller energy suppliers below.

One thing that every supplier requires is that you have up-to-date meter readings. Most also offer additional assistance if you need help with the process.

Whoever your energy supplier is, the following important warnings must be understood in all cases:

- **Do not cancel your direct debit.** This may result in the price you pay for your energy going up.
- By taking back the credit you are owed, **this may increase your direct debits going forward** as many of the suppliers create an excess buffer, but you will be able to get that back if you are in credit after next winter.
- There is also a danger that if you haven't supplied regular meter readings that **you may not be in credit** and could end up owing your supplier more money.

Ofgem, the industry regulator, says that energy companies must give you back the credit you're owed within two weeks.

### Find your energy supplier

[British Gas](#)

[Bryt Energy](#)

[EDF](#)

[YourCoopEnergy](#)

[E.ON Next](#)

[Ebico](#)

[OVO](#)

[Ecotricity](#)

[Octopus](#)

[Good Energy](#)

[Scottish Power](#)

[Green Star Energy](#)

[Utility Warehouse](#)

[M&S Energy](#)

[Utilita](#)

[OutFoxTheMarket](#)

[SSE](#)

[Sainsbury's Energy](#)

[Npower](#)

[Avro](#)

[So Energy](#)

[Boost Energy](#)

[Bristol Energy](#)

## **Big suppliers**

### **British Gas**

**How can customers contact British Gas about claiming back their credit?**

Customers can get in touch with British Gas to ask for their credit to be refunded both online and via phone.

**How long does it take for an average customer to complete the process?**

British Gas did not provide this information, but we'd love to hear from you about what your experience of trying to claim back your credit was like. Look out for our next email with a short survey to share your experience!

### **Is there anything customers need to do before starting the process?**

Meter readings should be updated (if customer doesn't have a smart meter)

### **What information do customers need to have on hand?**

Customers need to provide up-to-date meter readings, and have their account details to hand.

### **What are the steps to claim back credit?**

- Check your account's credit status by logging in online
- Update your meter reads (smart meters automatically update; conventional meters require manual input)
- Request a refund through the online account under 'View payment plan.'
- If approved, they will keep £75 of credit and refund what is above it

### **What is the timeframe to get credit back?**

10 working days

### **What services are available to help people who may not be able to use the outlined procedure?**

British Gas has a Priority Services Register to help customers who are: visually impaired, hearing impaired, have limited technology access or skills, those with illness, and those whose first language isn't English, and those who have other needs. Customers can register here:

<https://www.britishgas.co.uk/priority-service-register>

### **What is the process for bereaved families for claiming back credit from deceased relatives?**

British Gas has a bereavement service with an online form to complete - or they also have a team to speak to either on the phone (0333 202 9338) or via LiveChat (Monday to Friday 8am-8pm and Saturday 9am-5pm).

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## **EDF**

### **How can customers contact EDF about claiming back their credit?**



Customers can get in touch with EDF to ask for their credit to be refunded both online and via phone.

### **How long does it take for an average customer to complete the process?**

When a customer leaves EDF, final credit balances are refunded within 7-10 working days following the issuing of a final bill, provided they have all required information e.g. customers' forwarding address. For current customers, EDF will process refund requests immediately provided they have an up-to-date meter reading, although it may take a few days to appear in the customer's bank account.

### **Is there anything customers need to do before starting the process?**

Customers will need to provide up-to-date meter readings.

### **What information do customers need to have on hand?**

Customers need to provide up to date meter readings, and have their account details to hand.

### **What are the steps to claim back credit?**

For existing EDF customers, meter readings can be provided through your EDF online account, via the EDF app or by phone or email. If your account is in credit and you would like a refund, contact EDF by phone or email to

request the refund. Please note, if you pay by direct debit, any credit on your account will be used to calculate the amount you need to pay towards your ongoing usage, therefore refunding a credit may mean that your ongoing payments will need to be increased to ensure you don't fall into debt.

When Customers leave EDF, any credit owed to them is automatically refunded after closing an account. Please make sure to provide accurate meter readings and a forwarding address if you are moving home.

### **What is the timeframe to get credit back?**

7-10 working days.

### **What services are available to help people who may not be able to use the outlined procedure?**

EDF offers a wide range of priority services to our vulnerable customers and those in need of Extra Support. EDF strongly recommends any customer with additional support needs lets them know so EDF can add them to our Priority Services register and provide them with information about the services they offer and tailor support to their individual needs. Some examples of extra support services EDF provides include but are not limited to braille bills & communications, foreign language support

services, a range of communication channels, a dedicated Extra Support Team and a broad range of trusted third-party partners specialising in supporting vulnerable customers.

### **What's the process for bereaved families for claiming back credit from deceased relatives?**

If an account is credit and the family members wish to terminate the account, EDF requires a copy of a death certificate, alongside details of the family member or executors name and forwarding address for the refund to be sent to. If a family member is taking on responsibility of the account, EDF can transfer the account into their name.

### **Is there any other information relevant to customers about the process?**

EDF will review the customers Direct Debit once every 3-6 months, up to 4 times a year. If there is a credit on the account this will be taken into consideration within the review and payments changed accordingly.

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## **E.ON Next**

If you had an energy account with **Npower** or **Sainsbury's Energy**, your account was moved to E.ON Next when your original supplier ceased trading or was taken over. You can check your balance and claim back any credit by following the guidance below.

### **How can customers contact E.ON Next about claiming back their credit?**

Customers can get in touch with E.ON Next to ask for their credit to be refunded either online or via phone call.

### **How long does it take for an average customer to complete the process?**

E.ON Next did not provide this information, but we'd love to hear from you about what your experience of trying to claim back your credit was like. Look out for our next email with a short survey to share your experience!

### **Is there anything customers need to do before starting the process?**

Customers should submit their current meter readings. Some customers claim they have been asked for photographs of their full meters, including serial numbers and meter readings visible.

## **What information do customers need to have on hand?**

Customers need to have submitted a meter reading within the past 30 days on their online account, and have their account details to hand.

## **What are the steps to claim back credit?**

- Submit a recent meter reading within the past 30 days using your online account
- Call E.ON at 0808 501 5200 with your account number to request a refund
- Customers can request a refund on their balance provided their account is billed up to date with an actual meter read within the last 30 days.

## **What is the timeframe to get credit back?**

If a customer has requested a credit refund, it takes 5-10 days for a Direct Debit refund and three weeks for a cheque, to allow for postage.

## **What services are available to help people who may not be able to use the outlined procedure?**

E.ON Next has a Priority Services Register available for customers. Customers can add themselves to it via their online account or by emailing ([hi@eonnex.com](mailto:hi@eonnex.com)) or by calling (0808 501 5200). There is also a TextRelay service

available for customers who may need them (dial 18001 in front of our phone number 0808 501 5200).

E.ON Next have additional services to help the visually and hearing impaired, those with limited technology access or skills, those who are ill and those whose first language isn't English. They also have a [dedicated bereavement team](#) to help their customers.

### **What is the process for bereaved families for claiming back credit from deceased relatives?**

E.ON Next use the NotifyNow service so accounts of deceased customers can be closed without the bereaved needing to speak to anyone. It is available here: <https://notifynow.uk/eonnext>. They can also be reached directly on 0808 501 5200 or at [hi@eonnext.com](mailto:hi@eonnext.com).

Customers are asked to have the following information at hand:

- The deceased's full name and address
- The date they passed away
- Meter readings from as close to this date as possible
- The name and details of the person who's looking after their affairs. If there's a will, it will likely be the Executor of their estate. If there isn't one it will be an administrator. If they didn't leave a will and you're

unsure who the administrator is, don't worry just provide any information you can and E.ON Next will help to get it sorted.

**Please provide any other information you think is relevant to customers about the process:**

This may impact the amount a customer needs to pay each month to ensure the Direct Debit amount covers their ongoing energy use. E.ON Next will suggest changing a Direct Debit payment if the amount is not going to cover the cost of the year's energy usage, or if it is out of line with the overall debit or credit balance. This avoids customers building up unnecessary credit, or debt, on their account. Further details can be found on their website at <https://www.eonnext.com/help/billing-and-payments>.

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## **OVO**

**How can customers contact OVO about claiming back their credit?**

Customers can get in touch with OVO to ask for their credit to be refunded online.

## **How long does it take for an average customer to complete the process?**

OVO did not provide this information, but we'd love to hear from you about what your experience of trying to claim back your credit was like. Look out for our next email with a short survey to share your experience!

## **Is there anything customers need to do before starting the process?**

If there is no smart meter then customers should log a meter reading the day before. Customers need an active direct debit and their accounts must have enough credit to cover the month's direct debit in order for a refund to be processed.

## **What information do customers need to have on hand**

Customers need to have submitted a meter reading within the past 30 days on their online account, and have their account details to hand.

## **What are the steps to claim back credit?**

There is a five-step all-online process.

- Take a look in [your online OVO account](#) to see when your next statement is due



- If you don't have a smart meter, give a new meter reading a day before your statement is due (both gas and electricity if you're on a [dual fuel tariff](#))
- Once your statement has arrived, check your account balance – the meter readings should make sure that it's really accurate
- If there's at least one month of your Direct Debit amount, you can ask for a refund in [your online account](#)
- Go to the Payments page, then scroll down to where it says Refunds. Here, you'll find a button to click that says Apply for a refund.

### **What is the timeframe to get credit back?**

Refunds are processed within five days.

### **What services are available to help people who may not be able to use the outlined procedure?**

#### **The visually/hearing impaired**

OVO can send black and white, large print, audio or braille bills and statements to customers and/or a family member/carer. They also offer a service where they can call to read out your bills and statements. They also use the SignVideo service for the hearing impaired.

#### **Those with limited technology access or skills**

OVO has a Priority Services Register for customers with different needs that covers all of the above. Full information can be accessed here -

<https://www.ovoenergy.com/help/article/priority-services-register>

### **Those with illness**

OVO has a Priority Services Register for customers with different needs that covers all of the above. Full information can be accessed here -

<https://www.ovoenergy.com/help/article/priority-services-register>

### **Those whose first language isn't English**

They have translators for customers who don't speak English via their language line with three-way calls with translators.

### **Other**

OVO has a Priority Services Register for customers with different needs that covers all of the above. Full information can be accessed here -

<https://www.ovoenergy.com/help/article/priority-services-register>.

## **What is the process for bereaved families for claiming back credit from deceased relatives?**

OVO uses LifeLedger to help bereaved families close accounts, which you can do here:

<https://lifeledger.com/bereavement/energy/registering-a-death-with-ovo-energy/>.

They also have a bereavement team available on the phone (Mon-Fri, 9-5), an online form on their [website](#), or customers can send an email to [bereavement@ovoenergy.com](mailto:bereavement@ovoenergy.com).

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## **Octopus**

If you had an energy account with **Bulb**, **Shell**, **Avro**, **YourCoopEnergy**, **Ebico**, or **M&S Energy**, your account was moved to Octopus when your original supplier ceased trading or was taken over. You can check your balance and claim back any credit by following the guidance below.

## **How can customers contact Octopus about claiming back their credit?**

Customers can get in touch with Octopus to ask for their credit to be refunded online.

### **How long does it take for an average customer to complete the process?**

Octopus did not provide this information, but we'd love to hear from you about what your experience of trying to claim back your credit was like. Look out for our next email with a short survey to share your experience!

### **Is there anything customers need to do before starting the process?**

They need to have had an energy bill based on real meter readings within the last 14 days, so if they don't have a smart meter, they should submit a reading.

### **What information do customers need to have on hand?**

Customers need to have up-to-date meter readings on hand.

### **Outline the steps to claim back credit**

Octopus has an online service under billings with a button to click to request a refund of excess credit. This is for customers who they think have sufficient credit to be refunded.

If the option does not show on their online account, customers can email [hello@octopus.energy](mailto:hello@octopus.energy) and request one.

### **What is the timeframe to get credit back?**

Octopus did not provide this information, but Ofgem says this should be two weeks.

### **What services are available to help people who may not be able to use the outlined procedure?**

Octopus has a Priority Service Register for customers with additional support needs. It can be accessed here:

<https://octopus.energy/policies/priority-services-register/>

### **What's the process for bereaved families to claim back credit from deceased relatives?**

Octopus uses Setld (<https://www.settld.care/>) as a service to help customers dealing with a bereavement.

Customers can also send the following information via email to Octopus customer services at [hello@octopus.energy](mailto:hello@octopus.energy) for help:

- Details of the person who has passed away: name, full address, and the date they passed.
- Meter readings: Octopus will typically keep the account open until the property's been sold or the

keys have been handed back. Let them know the date that this happens, as well as the final readings (where possible), so they can close the account up to then.

- Details of the person who's responsible for looking after their affairs: This is probably the executor of the estate if there's a will, or administrator if there isn't one.

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## **Scottish Power**

### **How can customers contact Scottish Power about claiming back their credit?**

Customers can get in touch with Scottish Power to claim back their credit online and via phone.

### **How long does it take for an average customer to complete the process?**

Scottish Power did not provide this information, but we'd love to hear from you about what your experience of trying to claim back your credit was like. Look out for our next email with a short survey to share your experience!

## **Is there anything customers need to do before starting the process?**

Customers need to be billed with actual readings so if they do not have a smart meter, they should log an up to date meter reading the day before.

## **What information do customers need to have on hand?**

Usual security information/account logins and refunds will be issued as long as the following conditions are met.

1. You are billed within the last 28 days.
2. You are billed to actual readings.
3. Your account balance is in Credit.

## **What are the steps to claim back credit?**

1. Customers need to update meter readings either online or by calling 0800 027 8000 to ensure up to date billings
2. Request a refund through the online tool (<https://www.scottishpower.co.uk/refund-online>) or by calling 0345 270 0700.
3. Refunds will be processed via BACS payment within 10 working days of confirmation.

## **What is the timeframe to get credit back?**

Within 10 working days of confirmation - paid via BACS payment

## **What services are available to help people who may not be able to use the outlined procedure?**

Scottish Power has a Priority Services Register available for customers who need different support options: the visually impaired, hearing impaired, those with limited technology access or skills, those with illness, those whose first language isn't English, and those with other needs - they can apply online ([www.scottishpower.co.uk/psr](http://www.scottishpower.co.uk/psr)) or on the phone on 0345 270 0700 (Monday to Friday 9am until 5pm).

## **What is the process for bereaved families for claiming back credit from deceased relatives?**

Scottish Power have a bereavement team who can be contacted Monday to Friday 9am to 5pm by livechat or phone (0800 074 1986). They also have a Bereavement Notification Form available here (<https://www.scottishpower.co.uk/support-centre/bereavement>) which can be emailed to them ([contactus@scottishpower.com](mailto:contactus@scottishpower.com)).

They ask for the following information to be included so they can close the account and issue refunds to the estate.



- Your relationship to the account holder
  - Account holder details (ScottishPower account number or address)
  - The date the person passed away
  - A contact phone number for you
  - Up-to-date meter readings for the property
  - Who will now be responsible for the energy bills going forward
  - Address where correspondences should be sent to
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## Utility Warehouse

### **How can customers contact Utility Warehouse about claiming back their credit?**

Utility Warehouse did not provide this information to us, but we'd love to hear from you about what your experience of trying to claim back your credit was like. Look out for our next email with a short survey to share your experience!

### **How long does it take for an average customer to complete the process?**

Utility Warehouse did not provide this information to us.

**Is there anything customers need to do before starting the process?**

Utility Warehouse did not provide this information to us, but you will usually need up-to-date meter readings. If you don't have a smart meter, you should manually submit your current reading.

**What information do customers need to have on hand?**

Utility Warehouse did not provide this information to us, but you will likely need to have your meter readings and account details.

**What are the steps to claim back credit?**

Utility Warehouse did not provide this information to us, but you can get in touch with their customer services team on 0333 777 0777. If you don't have a Utility Warehouse mobile or landline you can use, their freephone number is 0800 977 5777. You can also use the contact form on their website here: <https://uw.co.uk/help/contact-us>

**What is the timeframe to get credit back?**

Utility Warehouse did not provide this information to us, but Ofgem says this should be two weeks.

## **What services are available to help people who may not be able to use the outlined procedure?**

Utility Warehouse did not provide this information to us, but if you have a hearing or speech impairment, you can:

- Dial 18001 in front of any of Utility Warehouse's phone numbers to use the Relay UK service
- Contact Utility Warehouse via SignVideo [here](#)

## **What is the process for bereaved families for claiming back credit from deceased relatives?**

In the case of a customer's death they have a team to close or change accounts. The bereavement support team is available on 0333 005 8356 or [bereavement@uw.co.uk](mailto:bereavement@uw.co.uk). And there is a contact form on the website available too - (<https://s3-eu-west-1.amazonaws.com/pdf.utilitywarehouse.co.uk/bereavement-form-aug2023-fillable-v01.pdf>)

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## **Utilita**

### **How can customers contact Utilita about claiming back their credit?**

Utilita are primarily pay as you go (PAYG) so most customers are not affected. However, if any do have a credit balance there is a form on Utilita's website to request a refund [here](#). The Customer Care Team are also available on the phone - 0345 2072 000.

### **How long does it take for an average customer to complete the process?**

Utilita did not provide this information to us, but we'd love to hear from you about what your experience of trying to claim back your credit was like. Look out for our next email with a short survey to share your experience!

### **Is there anything customers need to do before starting the process?**

Utilita did not provide this information to us, but you will usually need up-to-date meter readings. If you don't have a smart meter, you should manually submit your current reading.

### **What information do customers need to have on hand?**

Utilita did not provide this information but you will likely need to have your meter readings and account details.

### **What are the steps to claim back credit?**

There is a form on Utilita's website to request a refund [here](#), or customers can contact the Customer Care Team on the phone - 0345 2072 000.

### **What is the timeframe to get credit back?**

Utilita did not provide this information, but Ofgem says this should be two weeks.

### **What services are available to help people who may not be able to use the outlined procedure?**

Utilita has a Priority Services Register for: those who are visually impaired, hearing impaired, those with limited technology access or skills, those with illness, those whose first language isn't English, and those with other needs - available here -

<https://utilita.co.uk/help/priority-services-register>.

### **What's the process for bereaved families to claim back credit from deceased relatives?**

Utilita uses the LifeLedger service as well as direct contact from customers via email, livechat, phone or postal letter.

This is outlined on their bereavement page here:

<https://utilita.co.uk/help/bereavement>

Utilita ask for the following information to be included in any contact:

Please include the following information when you contact Utilita (or have it to hand if you call):

- Your name and contact details (including phone number, email address and postal address)
- The Utilita Energy account holder's details (including postal address, customer name and customer reference number if known)
- Contact information and details of the Executor or Administrator of the Estate (if applicable)
- Up-to-date meter readings (If these are available at the time of reporting the passing)

In some circumstances, Utilita may also need a death certificate, coroner's certificate, grant of probate or letters of administration. These will be requested on a case-by-case basis if required.

## **Medium-sized suppliers**

### **SSE**

#### How to get a refund

To ensure your account credit balance is correct, please **contact** SSE with the following information:

- A current meter reading – this will be used to ensure your account is billed up to date for the correct energy.
- Details of any other gas or electricity accounts you have with SSE – if you have any other business accounts, SSE will discuss your options, such as transferring your credit to one of your other accounts that may have a debit.

If your credit balance is correct, SSE can issue a refund using one of the following methods:

- If you pay by direct debit, they will attempt to refund the balance direct to your bank account.
- If you pay by any other method, the credit can be refunded by cheque.
- If your payments have been made by credit or debit card, SSE will attempt to refund direct to the card(s).

All refunds should be processed within 10 working days from the date you contact SSE. SSE's Customer Service team will be in touch if your refund is delayed.

## So Energy

### Getting a refund if you are currently a So Energy customer

So Energy can offer refunds to customers with excess credit in their accounts. Please note, So Energy might do a direct debit review first to make sure you're paying the right amount, the refund needs to be at least £30 and the following conditions must be met:

- If you pay seasonal adjusted Direct Debit payments, So Energy need to hold at least one month's payment amount which will be different based on the time of the year you request the refund. Summer payments are between April and September, and winter payments are between October and March.
- If you pay equal Direct Debit payments each month, So Energy need to hold at least one month's payment during Summer (March-August), and two months during colder months of the year (September-February). You can switch to seasonal payments. Find out more in So Energy's guide to Seasonal Direct Debit Payments.



- So Energy must have up-to-date meter readings for So Energy to accurately confirm the balance of the account.

For larger refunds around or over £500:

- If you have a smart meter and your latest statement reflects smart reads for all meters, there is no need to send So Energy a photo or read.
- If you have a smart meter but your latest statement doesn't reflect a smart meter reading, then So Energy will need a photo of your meter from the last 30 days to confirm your reading and the meter serial number sent to [help@so.energy](mailto:help@so.energy)
- If you don't have a smart meter, So Energy will need a photo of all your meters within the last 30 days showing your readings and the meter serial numbers sent to [help@so.energy](mailto:help@so.energy). You can book a free smart meter install by heading to the booking portal from your online account.  
No access to the booking portal? Register your interest for a smart meter install, [here](#).

Getting a refund if you have recently renewed with So Energy

If you've just renewed, you may request for any overpayment on your previous tariff agreement to be refunded back to you. So Energy will need up-to-date meter reads and for the final statement of your previous tariff agreement to have been produced.

The amount remaining in your So Energy account after the refund must be at least one month's (new) payment amount, just like if you were a new customer. Please contact So Energy if you believe you have overpaid.

### Getting a refund if you have recently left So Energy

So Energy will process a refund once your account is fully closed, please don't cancel your Direct Debit as So Energy will need to refund you into this same account.

To fully close an account, So Energy need your final meter readings from your new supplier in order to generate the final bill. The meter readings don't come directly to So Energy from your new supplier so the process usually takes a few weeks.

Once So Energy have the above, and have generated your final bill, they'll process the refund and, in almost every case, you'll have the money refunded into the same account you use for Direct Debit within 14 days. As above, please don't cancel the Direct Debit as it may delay So Energy in refunding you.

## **Small-sized suppliers**

### **Boost energy**

Closed in May 2023 was an offshoot of OVO and PAYG.

### **Bristol Energy**

The company supplied gas and electricity to domestic and business customers across the United Kingdom. In September 2020, Bristol Energy became a brand of Together Energy, until the latter ceased to trade in January 2022.

### **Bryt Energy**

Please ensure an actual meter reading has been submitted, rather than an estimated meter read, if this is what has been used on your recent invoice.

As long as Bryt Energy has billed you up to date with actual readings and all balances across your accounts with them are paid in full, then please email [heretohelp@brytenergy.co.uk](mailto:heretohelp@brytenergy.co.uk) to request your refund.

Please note refund payments, once approved, usually take 3-5 working days to be returned to your account from the date the refund is submitted.

If you make your payments via **Direct Debit**, your refund will be processed and returned to you through the same Direct Debit mandate which is used to make payment to Bryt Energy.

If you make your payments via **BACS**, Bryt Energy will require evidence of your banking details to enable them to process your refund request. Please send a copy of your letterheaded banking details to [heretohelp@brytenergy.co.uk](mailto:heretohelp@brytenergy.co.uk) so they can process your request. It is important this documentation is provided so that they can validate your request, and a delay in receipt of this document may result in a delay in a refund of any credit balances owed to you.

## **Ecotricity**

Ecotricity say they will refund credit at any time if you ask them to, but always need an up-to-date meter reading to ensure they're refunding you the right amount. They suggest that you stay at least one month's payment ahead on your account, just to help prevent a build-up of debt throughout the year.

You can contact Ecotricity to check your balance and claim back any credit by emailing [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk) or calling **0345 555 7 100**. If you would prefer to phone a landline, call **01453 761482**.

## **Good Energy**

If your account is in credit, any customer can ask for a refund at any time. Your account balance is always available on your statements and via your online account, so you can see how much credit or debit is on your account.

When processing a refund, Good Energy consider a few things:

1. They must have received an accurate meter reading within the last 14 days. This is to make sure that your credit balance is accurate.
2. If the requested refund amount will put your account into debt, then it will be declined.
3. Good Energy will recommend keeping credit in your account to support you to manage peaks in costs better (e.g.the winter period) but ultimately the credit is yours and will be fully refunded if requested.

If you pay by Direct Debit, Good Energy will also assess your target balance. This is the level of credit that needs to be maintained on your account to stop it going into debt whilst your energy use fluctuates over the year, as explained above. This will help them to calculate the

excess credit that they recommend should be refunded to you, or if this credit will be needed to cover your winter usage. If they do advise you to keep an amount of credit on your account this is a recommendation, and provided they have up to date meter reads, they will still process a refund if you would prefer.

Good Energy say they will only ever make changes to your Direct Debit where necessary and appropriate.

## **Green Star Energy**

Taken over by Shell in 2019.

## **OutFoxTheMarket**

If you have built up an amount of credit in your energy account that surpasses the amount of your monthly direct debit, OutFoxTheMarket are able to process a refund request for you.

### **Do I need to do anything to make sure a credit refund request is successful?**

To ensure you receive your credit refund, OutFoxTheMarket ask that you supply meter readings for gas and electricity within 30 days of the request. This may

be done automatically by your SMART meter or will have to be added to your account manually.

### **When is the best time to make a credit refund request?**

The best time to request a refund is after your most recent invoice has been taken from your account as this will give you the most accurate representation of how much you will receive for your credit refund and ensures that the likelihood of having a refund declined is minimised.

### **How do I request a refund on my account?**

If your account has a surplus of credit, you can get in contact with OutFoxTheMarket's customer service team who will be able to check whether you are eligible for a credit refund.

You can do this phoning OutFoxTheMarket on 0800 103 2702 or sending them an email on [hello@outfoxthemarket.co.uk](mailto:hello@outfoxthemarket.co.uk)

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### **About Warm This Winter**

Warm this Winter is a UK campaign group demanding the government acts now to help tackle high energy bills, and

to ensure energy is affordable for everyone in the future. It is supported by health campaigners, leading anti-poverty groups and environmental organisations, including Save the Children, Medact, Parents for Future UK, Uplift and the End Fuel Poverty Coalition.

You can keep up with the campaign and hear about more opportunities to be involved by joining our mailing list [here](#).

Website: <https://www.warmthiswinter.org.uk/>

Facebook: <https://www.facebook.com/WarmThisWinter>

Instagram: <https://www.instagram.com/warmthiswinteruk/>

X: <https://twitter.com/thiswinteruk>

Contact us at [info@warmthiswinter.org.uk](mailto:info@warmthiswinter.org.uk)