



I'd like some advice on keeping my energy bills down please...

Ben called us saying... *I work in admin for a large company. We've been working from home since lockdown, and have been told we'll not be back in the office before February at the earliest. Now the weather has turned colder, I'm freezing sitting here all day in front of my computer! I'm worried if I turn the heating up my bills are going to go through the roof!*

We're sorry to hear this is causing you to worry. However, fortunately, there's lots you can do to keep costs down.

Firstly, see if you can get a better deal by changing your energy supplier. As well as comparing prices, it's a good idea to check the customer service record of a company before switching. Citizens Advice has a [price comparison tool](#) on our website, and our [star rating](#) assesses the customer service records of the 40 biggest companies.

There are also little, everyday things that can help, such as making sure televisions and other devices are switched off and not left on standby; washing clothes on a lower temperature; and only filling the kettle with the water you need.

You're right in another way about bills going through the roof - and the walls. One way of cutting costs in the long term is to invest in good insulation - or ask your landlord to do so.

If your pay is close to the national minimum wage, the extra costs of working from home could be counted as a pay cut and bring you below the legal level. Talk to your manager or HR department, or your union rep if that feels more comfortable.

Finally, your employer should pay for any costs connected to your health and safety - such as a suitable chair for work at a computer. It's also worth taking a look at your employer's expenses

policy, you may be able to claim for a number of other things, such as printer ink or telephone line rental.

Contact us for advice - please note change to ADVICELINE

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CONSUMER HELPLINE 0808 223 1133 or chat online to an advisor on our website.	UNIVERSAL CREDIT 0800 144 84 44 - making a new claim or chat online to an advisor on our website.

Waiting times for these services may be slightly longer than usual, please be persistent and patient with us!