

## How do energy bills work?



Energy bills are based on how much electricity or gas you use at home.



Energy is charged by the **unit**.



A **unit** is like a piece or block of energy.



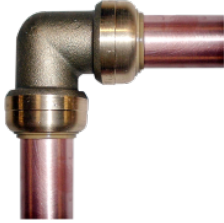
The more units of energy you use, the more you pay.



You might also pay a **standing charge**.



A **standing charge** is a price you pay every day, even if you do not use any energy that day.



The **standing charge** pays for the pipes, wires and people that bring energy to your home.



Your energy supplier looks at 3 things to work out your bill:



- Standing charge: how many days does the bill cover?



- Electricity use: how many units of electric have you used?



- Gas use: how many units of gas have you used?



The energy supplier adds the cost of the 3 things together to work out your bill.

# How to get help



You can get help and advice on our website at [www.mencap.org.uk/COL](http://www.mencap.org.uk/COL)



If you are worried about money, contact our Learning Disability Helpline:



- Call us Monday to Friday on 0808 808 1111



- Email us at [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk)



- [Fill in our online form](#)



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