

Paying for your gas or electricity



This page has information about different ways you can pay for your gas or electricity.



You can pay for your gas and electricity by:

- Direct debit
- Paying when you get a bill
- Prepayment (pay as you go)

Direct debit



Direct debit is when your energy supplier takes the same amount of money from your bank account every month.



Paying by direct debit can help you to plan how much money you will spend on gas and electricity.



Most energy suppliers make it cheaper for you to pay for your gas and electricity by direct debit.



Contact your energy supplier if you think they are taking too much money for your direct debit.

Paying when you get a bill



If you pay for your gas or electricity when you get your bill, you will only pay for the gas or electricity that you have used.



It often costs more money to pay for your gas or electricity if you pay when you get your bill.



To find out what other information will be on your energy bill, go to our [How to understand your energy bill page](#).

Prepayment (pay as you go)



If you have a prepayment meter, you have to pay for your gas or electricity before you use it.



If you have a prepayment meter, you have a card or a key which you have to top up.



To top up your card or key, you pay for your gas or electricity at the shop.



The amount of money you have paid is added to the card or key.



When you have topped up your card or key, you can put it in your meter.



You will need to top up your card again before you use all of the gas or electricity you have paid for.



Some energy suppliers let you top up by using a smartphone app.



It often costs more money to pay for your gas or electricity on a prepayment (pay as you go) meter.

How to get help



You can get help and advice on our website at 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



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First published 04.07.23