

Reminder from Energy Advice Scotland

Scottish households are reminded that it is best practice to submit meter readings to their energy supplier between now and the New Year, as that is when the new Ofgem price cap coming into force.

Advice Direct Scotland, which runs the national energy advice service energyadvice.scot, is reminding consumers to act before midnight on 31 December.

Accurate readings will prevent suppliers from estimating usage and applying new, higher prices to energy consumed when they were lower.

The regulator, Ofgem, resets its cap on the amount suppliers can charge every three months.

The latest change, from £1,717 to £1,738 on 1 January, represents a 1.2 per cent increase on the current level.

People who cannot submit readings before 31 December should do so as close to the date as possible. Those with smart meters should ensure the device is working.

Taking a photo of the meter reading can also help to resolve any disputes that may arise.

Advice Direct Scotland is also urging households to review how much they are paying and check whether there are better tariffs available.

However, it is concerned that many of the best-value deals being offered by suppliers are aimed at more affluent

households, while others are only available to those with an installed smart meter.

The most recent forecasts suggest that the Ofgem price cap will rise again in April to around £1,762, meaning that pressure on consumers will not ease until next summer at the earliest.

Advice Direct Scotland said the persistently high cost of gas and electricity underlined why the UK needs a social energy tariff, which would automatically put the most vulnerable customers on the cheapest deals.

The charity has been campaigning for the UK Government to work with energy suppliers to introduce the policy and, in September, was invited to contribute to a working group on the issue by the Scottish Government.

Eligibility for such a tariff could be determined by factors such as whether members of a household are in receipt of benefits or on low incomes.

energyadvice.scot provides free, impartial, and practical advice on energy bills to anyone in Scotland. Advisers can be contacted at www.energyadvice.scot or on freephone 0808 196 8660. The service is open for most of this week, except Christmas Day and Boxing Day.

Andrew Bartlett, chief executive of Advice Direct Scotland, said: "We know it's been a tough year for many Scottish households, and with energy costs rising again, the start of 2025 is set to be even harder.

"High gas and electricity prices show the energy crisis is far from over, with no relief likely until summer.

"With all the Christmas and Hogmanay celebrations, it's easy to forget about meter readings, but submitting one around January 1 will ensure you're charged correctly.

"Taking a dated photo of your meter can help too, and if you have a smart meter, check it's working properly.

"Consumers should also review their bills and see if better deals are available.

"Long-term, we need a UK-wide social tariff to protect

vulnerable households and tackle fuel poverty. Our team of experts is here to help anyone struggling – visit www.energyadvice.scot or call 0808 196 8660.”



Andrew Bartlett