

Why we bill monthly.

Staying in the green.

We don't believe in big bills or outstanding balances, because they're not financially sustainable. That's why, when you pay by variable Direct Debit, we send you a bill every month and take your payment monthly.



Bite-size billing + no nasty surprises = better budgeting.

How can I make sure my bills are super accurate?

Each month, we'll give you a little nudge to remind you to send us a meter reading before we prepare your bill. If we receive a meter reading before your bill is due, we'll use that to update your account balance - so that when you look in your online account, it will always show your true balance. But this doesn't mean that you'll receive a bill - we'll keep sending this at the same time each month. If you'd like a bill before then, just get in touch and we'll sort that for you.

Monthly meter readings not really your cup of tea?

We understand things can pop up out of the blue, so if we don't receive a reading, we'll create an estimated reading to calculate your bill - this'll be based on your previous consumption. Better yet, you can say goodbye to monthly readings by getting your smart meter installed. It's free and easy to book, all you have to do is let us know you'd like one fitted and we'll do the rest.

What if I have a smart meter?

If you have a smart meter, you can relax knowing meter readings are automatically sent to us. Sending you a bill each month allows you to keep an eye on your account, ensuring you're only being billed for what you use, and that the payments you're making are keeping your account looking healthy.



When it comes to sustainable finances, we find a little planning can go a long way.

Remember, you can always get in touch if you have any questions or having trouble understanding your meter, our [FAQs](#) are also super helpful. You can also find us on [Twitter](#) and [Facebook](#) or visit our [community](#) where common questions are answered. Talk soon!

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