

THE ENERGY BLINDSPOT CONSUMERS URGED TO EQUATE ENERGY BILLS WITH PETROL PRICES

- 1 in 10 Brits never check their bills or meters
- Over 80% British public do not know how much they pay for gas and electricity
- Consumers advised to treat energy consumption like fuel consumption

A worrying lack of understanding about how energy bills are calculated has been revealed by a new survey released today. The research reveals that consumers do not know how much energy they use, have no idea how much they pay for it and struggle to understand how to read their bills and meters. The UK's only not-for-profit energy supplier, Ebico, is urging consumers to treat their household energy consumption as if it were fuel consumption in their cars to improve levels of understanding.

According to the research, 83 per cent of UK consumers have little or no idea how much they pay per unit of energy under their current tariff and nearly half do not know what proportion of their bill is made up of a standing charge. As a result, 63 per cent of respondents said they were either always or sometimes surprised by the size of their bill. This is not surprising when 1 in 10 respondents said they never look at their energy meters and 42 per cent of respondents said they only checked their meters when their bill arrives or when their energy company tells them to.

Ebico's Managing Director Phil Levermore said, "Attempts to persuade people to reduce their energy use cannot be successful until consumers can make a simple correlation between the amount of energy used and cost.

"People need to relate to household energy use in the same way they do to fuel consumption in a car. Most people know how much a litre of petrol costs and have at least a rough idea of their car's fuel consumption. This lets them work out how much a journey will cost. These results illustrate that most energy consumers simply do not know how much they pay for their energy, do not check how much they are using or understand how their bills are calculated."

If you don't know how your energy bill is calculated you could be paying far more than you should. Ebico's advice to anyone who doesn't understand their bill is to:

- Call your energy company and ask for advice and an explanation



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the best tariff for your situation
If you've found the best deal, switch to a clearer tariff or

- Look for a new supplier with a more transparent tariff and bill

Ebico's unique tariff offers no standing charge and only one flat rate regardless of how much energy you use meaning you only pay for what you use and working out your bill is easy.

To try and help consumers understand how they are charged for their gas and electricity, Ebico has guide to understanding your bill on their website - <http://www.ebico.co.uk/understanding.php>. They also urge their customers to use Oxford University's iMeasure online energy measuring tool. See <http://www.ebico.imeasure.org.uk> for details.

ENDS

Notes for Editors

- *All figures, unless otherwise stated, taken from research carried out on behalf of Ebico by Opinion among 2,005 British adults between 10th and 12th February 2010.
- Ebico Managing Director Phil Levermore is available for comment and interviews.

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About Ebico

Ebico is the UK's only not-for-profit energy supply company in the UK and is committed to the reduction and elimination of fuel poverty. The company's flat rate tariff with no standing charge rewards low users of energy. For more information visit www.ebico.co.uk