



Payment reviews. Let us explain.

What is it?

It's simply us checking to see if the amount you're paying each month is right or not.



How do we check this?

Every time we send you a bill, we check:

- Your current balance.
- How much energy you've used recently.
- Seasonal changes (for example, using more energy in winter).
- Your current energy prices.



If your payment needs to change.

If it looks like your payments won't cover your energy use or the credit you've already built up isn't enough to avoid falling into debt, we'll get in touch to let you know the best way to get things back on track. We've also got lots of [payment help and support available](#) online.



How we get your account back on track.

This could mean:

- Increasing your monthly payments to pay off your debt balance - we'll spread this over 12 months, or
- Making a one-off payment - this helps you pay off what you owe and we may also increase your monthly payments to cover the energy you're using now and avoid making another payment in the future.



Get more accurate bills.

Your first few payments are based on your official energy estimate - which then may change based on the meter readings we get.

- If you've got a smart meter, it automatically sends us your actual, accurate readings for payment reviews - unless we let you know something's changed.
- If not, make sure you're sending us regular monthly readings - [here's how](#).

Charlie's story:

How we calculate your Direct Debit.

To understand how we calculate your payments, here's a quick example.

Charlie's monthly Direct Debit (DD) is £80, but they are now using an **average of £110** of energy per month. To make sure Charlie pays enough to cover this, we've increased the DD to **£115 per month**.

Because it's summer, we've also added a small amount to help them **build up a credit buffer** - this'll help with the higher bills during winter, keeping payments steady all year round (rather than increasing Charlie's DD during winter).

Need more info?

If you have any questions or something doesn't look right, please get in touch.

You can also [visit our FAQs](#) and [community pages](#), where lots of common questions are answered.