

Dear Customer,

**We are writing to inform you that our tariffs changed on 1st July 2023**

The new tariffs enable Guernsey Electricity to undertake much needed maintenance and upgrading of the electricity network infrastructure. This work is crucial to the security of electricity supply to the Island.

Delaying investment is not an option – we must continue to power businesses, keep the Wi-Fi on and ensure Islanders’ homes are warm, both today and into the future.

**Why are tariffs changing?**

Market volatility caused by the Russian invasion of Ukraine, coupled with inflation reaching levels not seen for 30 years, caused the cost of importing and generating electricity locally to rise. This is now flowing through and pushing up our investment and running costs beyond previously anticipated levels.

We appreciate that this comes at a time when the cost of living for everyone is increasing, but we cannot afford to delay investment in the electricity network.

For the average domestic customer **with** electric heating, the overall increase will be approximately **£75** per quarter.

For the average domestic customer **without** electric heating, the overall increase will be approximately **£50** per quarter.

**What does this mean for me?**

To help you understand what this will mean for your bills, we have provided a **tariff calculator** on our website.

This calculator provides an estimate of your new costs based on your previous electricity usage.

Scan the QR code below, visit [www.electricity.gg/new-tariffs](http://www.electricity.gg/new-tariffs) or contact our customer services team on 01481 200700.



Current Tariff Costs			
Tariff	Normal Units / kWh	Standing Change	Unit kWh Cost
Standard	3500	£30.00	0.2077
<b>Annual Estimate</b>			<b>£846.95</b>
<b>Monthly Estimate</b>			<b>£70.58</b>

New Tariff Costs			
Tariff	Normal Units / kWh	Standing Change	Unit kWh Cost
Standard	3500	£49.50	0.2264
<b>Annual Estimate</b>			<b>£990.40</b>
<b>Monthly Estimate</b>			<b>£82.53</b>

**I am worried about this increase. What should I do?**

We’re here to support you if you need help to pay for your electricity bills or manage your account.

If you are worried, the first thing to do is to give us a call on 01481 200700 or email [customer@electricity.gg](mailto:customer@electricity.gg)

Our experienced team can help you manage your usage, provide advice and put you in touch with other organisations that may be able to assist. Getting in touch before you find yourself in difficulty means that we can do our best to support you.

**Steven Parks**  
Head of Customer Experience

**Contact our team**

01481 200700

[customer@electricity.gg](mailto:customer@electricity.gg)

[www.electricity.gg/new-tariffs](http://www.electricity.gg/new-tariffs)



Powering Life, Today & Tomorrow

① **Do I need to provide a meter reading?**

Most customers do not need to provide a meter reading. We have contacted any customers directly if we require a reading.

① **Do I need to change my standing order?**

We have provided a calculator on our website to help you understand how the changes will affect your bill and your payments. Please use this to check if you will need to adjust your standing order. You will need to amend your standing order payment(s) with your bank directly. Please remember to quote your payment reference so we can link the payment to your account.

① **I have a 'pre-payment' PayWise meter. Do I need to do anything?**

No, you do not need to do anything. Your meter automatically updated itself on 1st July 2023 with the new tariffs.

① **Why does my statement look different?**

Following feedback, we have made improvements to electricity statements to help customers manage their energy usage. For those on our Super Economy tariff, the new-look bills now include the assigned low-rate times and the percentages of electricity used in each time band. This is to help customers understand when and where they are using the most energy. Working with local companies, statements are now produced and distributed on-Island improving efficiency and supporting local business.

① **Do you offer e-Billing?**

You can opt to receive your statement digitally via email. This provides instant access to your statements and eliminates paper waste. Scan the QR code at the bottom of this leaflet to sign-up to e-Billing.

① **How can I save electricity?**

There are many ways to save on electricity without cutting down on usage. Thanks to low-rate times, switching to our Super Economy 12 tariff is one of the simplest ways you can control your energy use. Electricity consumed within this period will cost you less than half the standard rate. If you are already on our Super Economy 12 tariff, your low-rate times are displayed on the back of your statement.

For more information on how to save energy, please visit our website.



**Tariff Rates**

Full details of the new tariffs are available on our dedicated webpage at [www.electricity.gg/electricity/tariffs](http://www.electricity.gg/electricity/tariffs)



**E-billing straight to your inbox**

We are now able to send your statement electronically. You can also submit readings and payments from the email without having to login. To sign up please go to [www.electricity.gg/ebilling](http://www.electricity.gg/ebilling)

**Steven Parks**  
Head of Customer Experience

**Contact our team**

☎ 01481 200700

✉ [customer@electricity.gg](mailto:customer@electricity.gg)

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