

Dear Customer,

Our tariffs changed on the 1st of July

This is to fund much needed investment in the Island's network to achieve net zero by 2050. We know that this comes at a time when the cost of living for everyone is increasing, but we cannot delay this investment, and we need to prepare for the future.

Why are tariffs changing?

We need to start rebalancing our tariffs, so they are fair, transparent and fit for the future to accurately reflect the way Islanders are using energy and also to enable us to continue to provide a secure electricity supply to the island in the future.

To achieve this, we have started to increase the proportion of the fixed cost more than the proportion of the unit cost. The quarterly standing charge has increased from £17.97 to £30 (or 13p increase per day). This 'rebalancing' will help pay for investment in the network that is required as our lifestyles become more dependent on electricity.

To achieve the total level of investment needed, further annual tariff rises will be proposed over the next two years. These additional increases are expected to be lower than this year's change but will be dependent on global energy costs and the States of Guernsey's Electricity Strategy.

For the average domestic customer **without** electric heating the overall increase will be between **£25 to £30** per quarter.

For the average domestic customer **with** electric heating, the overall increase will be between **£40 to £50** per quarter.

What does this mean for me?

To help you understand what this will mean for your bills, we have created a calculator on our website. Follow the QR code below or contact our customer services team.



Current Tariff Costs				New Tariff Costs			
Tariff	Normal Units / kWh	Standing Charge	Unit / kWh Cost	Tariff	Normal Units / kWh	Standing Charge	Unit / kWh Cost
Standard	4800	£17.97	0.1978	Standard	4800	£30.00	0.2077
Annual Estimate			£1021.32	Annual Estimate			£1116.96
Monthly Estimate			£85.11	Monthly Estimate			£93.08

I am worried about this increase—what should I do?

We don't want anyone turning off their lights or heating because they're concerned about paying their bills. We're here to support you if you need help to pay for your electricity bills or manage your account.

We know that everyone's circumstances are different, so if you're worried, the first thing to do is to get in touch. We can help in all sorts of ways and our friendly advisers will talk you through all your options to find one that's right for you. Our experienced team can help you manage your usage, provide advice and put you in touch with other organisations that can 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

🌐 www.electricity.gg/new-tariffs



Powering Life, Today & Tomorrow

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

We have created a calculator on our website to help you understand how the changes will affect your bill and your standing order. Please use this to check if you need to adjust your standing order.

? **I have a pay as you go meter, do I need to do anything?**

No, you don't need to do anything. Your meter will be automatically updated on the 1st July with the new tariffs.

? **How do I change my standing order?**

You will need to increase your payment(s) with your bank directly. Please remember to quote your payment reference so we can link the payment to your account.

? **My statement looks different?**

Following feedback from our customers we have simplified our statements and we have split out your usage so you can clearly see your electricity consumption before the 1st of July.

Use less, save money, and help our planet

The cheapest electricity is the electricity you don't use. We have a hub of advice and tips on our website to help you use less electricity and for when you do use it, to use it wisely.

If we all use less energy at home, we'll need to generate less. Put simply, being energy efficient helps tackle climate change as well as reducing your bill. Visit www.electricity.gg/save to learn more.



We're here to help

If you have any questions that aren't answered here, please look at our dedicated page at www.electricity.gg/new-tariffs. Alternatively, please email or call our team who will be happy to help.



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

Steven Parks
Head of Customer Experience

Contact our team

☎ 01481 200700

✉ customer@electricity.gg

🌐 www.electricity.gg/new-tariffs



Powering Life, Today & Tomorrow