

Dear Customer,

We are writing to let you know that electricity tariffs changed on 1st July 2024

We understand that any increase to electricity tariffs can be concerning.

That's why we want to be open about why costs have risen, where your money is being spent, and how it's benefiting our island and the wider community.

? Why have tariffs increased?

We know that the cost of living is high, and we have worked hard to keep this increase as low as possible.

When we purchase energy from Europe, we do so at the best possible price thanks to our forward price-fixing arrangements. However, as these existing price fixes come to an end, the price of our electricity imports will increase to align with the prevailing international energy market prices which remain well above historical average prices.

We are also investing in maintaining our existing electricity infrastructure, such as our underground cable network and power station. Doing this in a planned way avoids longer emergency roadworks and power outages, but the cost of investment has significantly increased with recent high rates of inflation.

With the decision by the States to implement the Electricity Strategy setting a pathway to secure low-carbon electricity, we also now need to plan how to implement this in the coming years.

Our core focus is ensuring Guernsey continues to have a stable and reliable supply of electricity.

Delaying is not an option – we must start to recover today's costs from today's customer and not pass those costs onto tomorrow's electricity consumers.

For the average domestic customer **with** electric heating, the overall increase will be approximately **£63** per quarter.

For the average domestic customer **without** electric heating, the overall increase will be approximately **£37** per quarter.

The primary standing charge will increase from **£49.50** to **£68.25** per quarter – an increase of around **20.5** pence per day.

? What does this mean for me?

To help you understand how these changes will impact your individual electricity bill, we have provided a user-friendly **tariff calculator**, available on our website.

This tool offers an **estimate** of your new individual electricity costs over a set billing period based on your **previous** electricity usage in that period.

To use the calculator, please visit www.electricity.gg/new-tariffs or contact our customer services team on **01481 200700**.

? Why is the standing charge increasing?

The electricity Standing Charge is the fixed amount every customer pays to be connected to the electricity network, regardless of how much electricity they use.

As our Island's use of electricity changes and more people install renewable technologies, we need to make sure we generate enough fixed income through the standing charge to cover our fixed costs to allow us to continue to provide the electricity supply the Island needs in the future.

? Where does the money go?

Electricity tariffs help to keep our island running.

Whether it's importing low-carbon electricity through the subsea cable, running the fossil fuel power station, maintaining over one million meters of cable that make up our electricity grid, keeping our streets well-lit, or investing in our dedicated and reliable workforce – electricity tariffs help keep the lights on and our homes warm.

② **I am worried about paying my bills, what should I do?**

We offer a wide range of payment plans to help pay for your electricity in manageable regular payments. If you are already on a payment plan and would like to talk to us about how it may need to change, please call **01481 200700**, **Monday–Friday** between **8.30am** and **5pm**, or email **customer@electricity.gg**.

Our friendly and experienced team can help you manage your usage, offer advice, and connect you with other organisations that may be able to help. Getting in touch early means we can find the best solutions for your needs and provide peace of mind.

② **Do I need to provide a meter reading?**

Most customers do not need to provide a meter reading. If we haven't contacted you already, you don't need to worry.

② **Do I need to change my standing order?**

It's a good idea to check whether your current payments are appropriate. You can use our user-friendly calculator on our website to help you understand how the changes will affect your bill and your payments.

If you need to adjust your payments, you will need to amend your standing order with your bank directly. Please remember to quote your payment reference (beginning 'IS') so the payments get to your electricity account, and you don't pay someone else's electricity account.

If you are unsure how much you should be paying, please get in touch.

② **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 2024 with the new tariffs.

② **How can I save money on my electricity bills?**

When and how we use electricity helps. With our Super Economy 12 tariff, you pay less than half the standard rate during our low-rate times.

For a range of guidance and energy saving tips, visit our dedicated webpage:

www.electricity.gg/electricity/tariffs/manage-your-energy-use/.



Tariff Calculator

Full details of the new tariffs are available on our dedicated webpage at **www.electricity.gg/new-tariffs**



Energy Saving Tips

For a range of guidance and energy saving Tips, visit our dedicated webpage at **www.electricity.gg/electricity/tariffs/manage-your-energy-use/**

Why not switch to e-Billing to receive instant access to your bill? You will also be helping to reduce our island's paper wastage and your carbon footprint. Visit **www.electricity.gg/electricity/tariffs/switch-to-e-billing**.