

Bereavement Policy



Losing someone you love is devastating. Not only are you coping with the loss of someone you love, you also have to deal with all the paperwork. At People's Energy, we want to make managing energy as simple and easy as possible.

There are many ways we can support you depending on your own unique circumstances.

If you share your home with someone else, regardless of your relationship, we can transfer the account into your name, or create a new account. We will walk you through the process when you contact us.

Often it is hard to plan ahead, but if you do share a home, it is easier if accounts are in joint names. You can also add someone as a 'named person' on your account. If anything happens in the future it will make everything easier as they can talk directly with us.

When you are dealing with a bereavement, there are certain things that will help get the energy account sorted quickly:

- A copy of the death certificate and details of executor, or the person responsible for the property moving forward. We will ask you to send a copy of the death certificate to **bereavements@peoplesenergy.co.uk**
- Contact details for whoever is taking over the property, where available
- Up to date meter readings
- The bank details of the person who will be taking over the account

Once we have this information, we will generate a bill, using meter readings provided by you. This will allow us to bill the account to the relevant date.

We recognise that sometimes it can all be too much to deal with. If you would rather have someone else deal with this on your behalf, just let us know and we are happy to work with the person you have nominated to deal with your energy on your behalf.

If the person supporting you is taking responsibility for the account, but not actually paying the bills, then we would need proof of Power of Attorney and the relevant bank details.

Please do not hesitate to contact us if you are facing bereavement and we will do everything we can to help.