

Fuel Rights Handbook 2004 2004

Catherine Bartholomew

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The standard practical guide to the rights of gas and electricity consumers. It is essential for any adviser helping clients cope with fuel bills, debt and related problems with fuel supply. This edition is fully revised and updated to cover all changes to law and practice since the previous edition in 2001. New and recent case law is included. This handbook is the standard practical guide to the rights of gas and electricity consumers. It is essential for any adviser helping clients cope with fuel bills, debt and related problems with fuel supply. This new edition is fully revised and updated to cover all changes to law and practice since the previous edition in 2001. New and recent case law is included. The Fuel Rights Handbook covers: the right to supply; methods of payment and metering; responsibility for bills, shared arrangements and tenants' rights; dealing with debt and disconnection; benefits and other financial help; the gas and electricity companies and how OFFER and OFGAS work; the courts and legal remedies, including the position in Scotland. Users include Citizens Advice Bureaux, lawyers, consumer advisers, social workers and advice agencies.