

We are now paperless...

In order to reduce our carbon footprint and keep to our net zero promise, in 2023 we pledged to go paperless. This means our customers will now be automatically registered for paperless billing, unless they choose to opt out. Since making this change, we are proud that over 80% of our customers have chosen e-billing. Our paperless customers benefit from:

- 24/7 portal access
- Ability to view bills instantly online
- No risk of bills being lost in post or affected by strikes

Did you know?

- We issue over **6000** invoices each month
- It takes **24 trees** to make **1 tonne** of paper
- The UK uses **10 million tonnes** of paper each year
- **4 billion** trees are felled for paper each year

