

When energy suppliers make mistakes...

Sandra, aka 'Leccy Girl', has helped her neighbours identify mistakes on their electricity bills and claim refunds

Meet Leccy Girl; she has single-handedly slashed some of her neighbours' electricity bills by up to 50%.

"Somebody came up to me in the streets by the local shops... and they came up to me and said 'Are you the Leccy Girl?' And I said 'Well, if you mean I help people out with their electricity bills where I can then yes.'"

Sandra's talents are in high demand from neighbours like Agnes.

"I calculated that your bill should've been about £240, EON are saying it's £477.83 – not a chance, honest. But I can see straight off what they've done they've mixed the rates up."

Sandra knew that Agnes used most of her electricity at night, which should be charged at the cheaper night rate of 7.43 pence per kilowatt hour. But the bill was saying that most of her usage was being charged at the higher day rate of 18.75 pence per kilowatt hour – that's more than twice the night rate!

It may not sound much in pence per kilowatt hour, but when you multiply it by 1955 kilowatt hours used over the two months, that's a difference of over £221!

"They've completely mixed them up, so your bill – forget what EON says – it's not, what do they say... £477. Bit of a difference."

When the mistake was pointed out, EON immediately reduced Agnes' bill and apologised for "any inconvenience and worry that this may have caused".

It's another case solved for Leccy Girl.