



Know your rights in a changing energy market

Get help with an energy problem

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

If you live in England or Wales:

Go to: citizensadvice.org.uk/energy

Or contact the Citizens Advice consumer service:

Call: **0808 223 1133**

Relay UK: **18001 followed by 0808 223 1133**

Mon–Fri, 9am–5pm

Calls are free

You can speak to a trained adviser online at

citizensadvice.org.uk/energywebchat

Mon–Fri, 9am–5pm

If you live in Scotland:

Go to: energyadvice.scot

Or contact Advice Direct Scotland:

Call: **0808 196 8660**

Relay UK: **18001 followed by 0808 196 8660**

Mon–Fri, 9am–5pm

Calls are free

Reducing your bills

If you want to pay less without switching supplier, there are lots of things you can do to save money.

To find out more, contact:

Simple Energy Advice

(England and Wales)

Go to: simpleenergyadvice.org.uk

Or call: **0800 444 202**

Mon–Fri, 8am–8pm

Sat–Sun, 9am–5pm

Calls are free

Nest (Wales only)

Go to: nest.gov.wales

Or call: **0808 808 2244**

Mon–Fri, 9am–6pm

Calls are free

Home Energy Scotland

(Scotland only)

Go to: homeenergyscotland.org

Or call: **0808 808 2282**

Mon–Fri, 8am–8pm

Sat, 9am–5pm

Calls are free

