# Know your rights in a changing energy market

# **Getting advice**

It's easy to get free, independent advice about your energy supply. You might want to get a better deal, find out how to make a complaint or ask for help if you're struggling to pay your bills.

## Visit: citizensadvice.org.uk/energy

Or contact the Citizens Advice consumer service:

- 03454 04 05 06 Mon to Fri 9am-5pm
- Textphone: 18001 followed by 03454 04 05 06
- Citizens Advice consumer service Second Floor Fairfax House Merrion Street Leeds LS2 8JU

# Take control and get a better energy deal

Want to save money by switching tariff or supplier?



Check out our price comparison tool energycompare.citizensadvice.org.uk

# **Reducing your bills**

If you just want to pay less without switching supplier, there are lots of things you can do to save money, from making sure you are paying the lowest price to taking steps to reduce your energy use. You may be eligible for help from the Government to make your home more energy efficient and save money on your bills. Find out about the Government schemes by visiting: **gov.uk/energy-grants-calculator** 

### Or contact:

**Energy Saving Advice Service** (England and Wales)

0300 123 1234

- Lines open: Mon to Fri, 9am-8pm
- Textphone: 0208 747 3375
- energysavingtrust.org.uk

## Nest (Wales only)

- Welsh Government Warm HomesNest scheme
- 0808 808 2244
- Lines open: Mon to Fri, 9am-6pm
- nestwales.org.uk

### Home Energy Scotland (Scotland only)

0808 808 2282

Lines open: Mon to Fri, 8am-8pm and Sat, 9am-5pm

- Textphone: 18001
- followed by 0808 808 2282
- : energysavingtrust.org.uk/
- contact-us-scotland



