

# 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, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

Visit: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

Or contact the Citizens Advice consumer service:

03454 04 05 06  
Monday to Friday  
9am-5pm

Textphone:  
18001 followed  
by 03454 04 05 06

Post Point 24  
Town Hall  
Walliscote Grove Road  
Weston-super-Mare  
North Somerset  
BS23 1UJ

## 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 consumption. 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.

Visit: [gov.uk/energy-grants-calculator](https://gov.uk/energy-grants-calculator)

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

- 0300 123 1234
- Textphone only: 0208 747 3375
- Lines open: Mon to Fri, 9am-8pm
- Email: [energy-advice@est.org.uk](mailto:energy-advice@est.org.uk)

### NEST (Wales only)

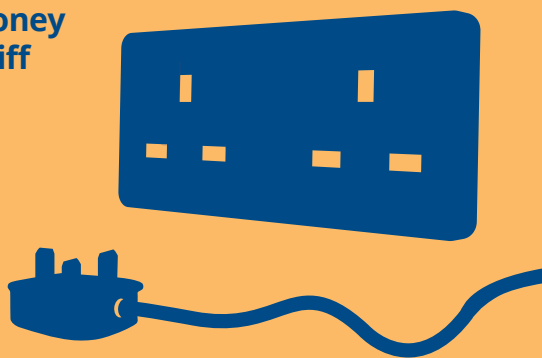
- Welsh Government Warm Homes
- Nest Scheme.
- 0808 808 2244
- Lines open: Mon to Fri, 9am-7pm
- [www.nestwales.org.uk](http://www.nestwales.org.uk)

### 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
- [www.energysavingtrust.org.uk/](http://www.energysavingtrust.org.uk/)
- [contact-us-scotland](mailto:contact-us-scotland)

## 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](https://energycompare.citizensadvice.org.uk)

The regulator, Ofgem, has created an easy guide on how to shop around for a better deal on your energy bills. Visit [www.goenergyshopping.co.uk/list](http://www.goenergyshopping.co.uk/list)

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