

Get help with an energy problem

If you're struggling to pay your energy bill or have an energy problem, contact Citizens Advice in England and Wales, and Advice Direct Scotland in Scotland. These organisations are the official sources of free and independent energy advice, and they can refer you directly to the Extra Help Unit service if you need additional support to resolve your energy complaint.

If you live in England or Wales

 citizensadvice.org.uk/energy

 **Citizens Advice consumer service**

Call:
0808 223 1133

Relay UK:
18001 followed by 0808 223 1133

To speak to a Welsh-speaking adviser call:
0808 223 1144

Monday to Friday, 9am to 5pm
Calls are free

 Speak to an energy adviser online at
citizensadvice.org.uk/energychat

Monday to Friday, 9am to 5pm

If you live in Scotland

 energyadvice.scot

 **Advice Direct Scotland**

Call:
0808 196 8660

Monday to Friday, 9am to 5pm
Calls are free

For British Sign Language Enquiries:
contactscotland-bsl.org

Reducing your bills

You can save money on your energy bills by finding ways to improve your home's energy efficiency.

 To find out more go to
citizensadvice.org.uk/saveenergy

Energy efficiency for home owners on GOV.UK

 gov.uk/improve-energy-efficiency

 **0800 098 7950 (England only)**

Monday to Friday, 8am to 6pm
Saturday, 9am to 12pm
Calls are free

Nest (Wales only)

 nest.gov.wales

 **0808 808 2244**

Monday to Friday, 9am to 6pm
Calls are free

Home Energy Scotland (Scotland only)

 homeenergyscotland.org

 **0808 808 2282**

Monday to Friday, 8am to 8pm
Saturday, 9am to 5pm
Calls are free



Produced by Citizens Advice and sent to you by your energy supplier to make sure you understand your rights in the energy market. June 2024.