

Where to get more support

Online

Visit our website for all our advice on energy: citizensadvice.org.uk/energy

Speak to an adviser

You can also speak to one of our advisers online, or over the phone.

Calls from mobiles and landlines are free.

citizensadvice.org.uk/consumerservice

England: 0808 223 1133

Cymru: 0808 223 1144

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001 then 0808 223 1133**

Mon-Fri 9am to 5pm. Lines do get very busy so you may need to wait to speak to someone.

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



citizensadvice.org.uk



Published April 2022.

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

What can I do if I'm struggling to pay for energy?



**citizens
advice**

What to do if you're behind on your energy bills

Tell your supplier that you want to pay off your debts in instalments as part of a payment plan.

This is where you'll pay fixed amounts over a set period of time, meaning you can pay what you can afford. The payment plan will cover what you owe plus an amount of your current use.

Your supplier must take into account how much you can afford to pay and how much energy you'll use in the future.

Grants available to pay back money you owe

You might be able to get a grant from your energy supplier or from the British Gas Energy Trust to pay off your debts.

When applying for a grant, you'll have to provide detailed information about your financial situation in your application. It could take a while to complete the application and you can get help from one of our advisers if you need it.

Check the grant website to see what you need to do to apply.

Grants and benefits to help you pay your energy bills

There are different grants and benefits available.

Warm Home Discount

This is a £140 voucher to help pay your bills. You can get this if you're getting the guarantee credit part of Pension Credit or you're on a low income.

Winter Fuel Payment

This is an annual one-off payment to help pay for heating during winter.

Cold weather payments

These are one-off payments to help pay for extra heating costs when it's very cold. To get these payments you'll need to meet certain eligibility criteria such as claiming Universal Credit or Income support.

You can find more info about all of these grants on [gov.uk](https://www.gov.uk)

If you have a prepayment meter

If you have a prepayment meter, there are ways to get help topping up.

Getting temporary credit

If you've run out of gas or electricity and you can't top up (for example because you can't afford to) your energy supplier should give you temporary credit.

Your supplier might add this to your meter automatically. If they don't, you should ask for it as soon as you can by checking their website.

Getting a fuel voucher

A fuel voucher is a code given to you in a letter or in a text message or email which you can use to add credit to your gas card or electricity key. Fuel vouchers can be used at Paypoints, Post Offices and Payzones.

Household support fund

You may also be able to get support from the Household Support Fund - a government scheme to support households with essentials including energy.

The fund is run by councils so contact your local council for details on the scheme.