

ofgem



ENERGY BEST DEAL

This booklet is aimed at consumers in England, Scotland and Wales. Unless otherwise indicated, information is valid in all three countries. The booklet has been produced by Ofgem, Citizens Advice and Citizens Advice Scotland as a guide to help you get the best deal from your energy supplier. It also highlights the help that is available from both energy suppliers and government if you are struggling to pay your energy bills.

All information in this booklet is correct as of August 2014.



ENERGY
BEST
DEAL

Contents

Section 1

Shop around to reduce your energy costs by switching tariff, payment method or supplier

- 2 Understanding your choices.
- 4 Simpler clearer fairer.
- 6 How to find the best deal.
- 9 How to choose the best payment option for you.
- 12 How to get the best deal on your energy.
- 14 How to make further savings: group buying.

Section 2

Where to go for help if paying your energy bills is a struggle

- 16 How you can access special services.
- 19 How to get help paying your energy bills.
- 22 Help in winter.

Section 3

How to save money and use less energy in your home

- 23 Where to find help.
- 24 Schemes to improve energy efficiency and save money.
- 25 Energy Companies Obligation.
- 26 Green Deal.
- 27 Nest.
- 28 Home Energy Efficiency Programme.
- 29 Tips for saving energy.
- 32 Energy suppliers' contact numbers.
- 34 Other useful contact numbers.

Telephone numbers are relevant in England, Scotland and Wales unless otherwise stated.

1

Shop around to reduce your energy costs by switching tariff, payment method or supplier

Understanding your **choices**

To make sure you are on the best energy deal, ask yourself these questions at least once each year:

- Would switching supplier(s) save me money?
- Am I on the best energy tariff (most suitable for my needs)?
- Could I get welfare benefits?



© Citizens Advice/Justin Piperger

Top tip...

Most energy suppliers offer fixed price tariffs, where the price of a unit of energy will stay the same for the length of the energy deal. These may be cheaper than other tariffs but be aware that you may need to pay by direct debit, and that the amount you pay could increase if you use more energy.

There could be penalties if you switch before the end of the current deal, but at the end of the deal your supplier must transfer you to their cheapest variable tariff with no end date.

For example, there are online, fixed, single and dual fuel tariffs.

- Am I on the best payment option? For example, you can pay with a pay-as-you-go meter, quarterly by cash or cheque or by monthly or quarterly direct debit.
- Could I get a grant to improve the insulation and energy efficiency of my home?

Top tip...

If you talk to a sales representative who knocks on your door or who has a sales stall in a supermarket, it is important to remember that they may only work for one energy supplier so they will only be able to show you deals from that particular supplier. It is important to have information from your annual summary or latest bill with you when considering any deal.

Simpler clearer fairer

Ofgem, the energy regulator, has made changes that mean it is now easier than ever to shop around and choose the best energy deal.

Simpler

Making it easy to compare energy deals:

- one charging structure – a standing charge and a unit rate
- only two cash discounts can be offered – one for dual fuel and one for managing your account online
- suppliers are limited to four tariffs for gas and four tariffs for electricity.

Clearer

Suppliers must keep you informed by:

- telling you which tariff is cheapest for you on bills and other communications
- giving you an annual summary telling you which tariff you are on and which tariff is cheapest for you, the amount of gas or electricity used for the past 12 months with that supplier, and a personal projection that estimates your likely energy costs over the next 12 months
- explaining price changes in pounds and pence
- providing tariff information labels to make comparisons easier

- displaying tariff comparison rates on bills and other communications so that you can quickly and approximately compare the price of tariffs.

Top tip...

Give regular meter readings to your supplier so that your annual summary reflects your usage accurately.

Fairer

New rules to ensure suppliers treat customers fairly.

Suppliers must ensure:

- advance warning is given of any price changes and when your fixed energy deal finishes
- no exit fee is charged after your tariff end notice
- they move you to the cheapest variable deal with no commitment, when your fixed term deal ends
- fixed means fixed – for all fixed term energy deals signed up to after 15 July 2013
- dead tariffs (a deal that new people can't sign up to anymore) are cheaper than the cheapest evergreen (variable with no end date) tariff available to new customers.

Key fact...

Suppliers must allow card, key or token meter customers to switch even if you have debts of up to £500 per fuel.

How to find the **best deal**

What you need before you start:

- details of the tariff you are currently on – including the tariff name, standing charge and unit rate, and whether there is an exit fee
- how much energy you used in the last year
- how you currently pay for your energy
- your postcode.

This information is on your annual summary from your energy supplier as well as on your bill.

If you get the Warm Home Discount (a discount on your electricity bill – see page 23), it's worth checking whether you will still get this help if you switch.

You can check this with your energy supplier or visit adviceguide.org.uk.

Shop around

- You need to know what deals suppliers are offering and decide what's important to you. Price comparison tools mean you can compare the prices from lots of suppliers at once. The tariff information label contains key facts about an energy tariff. Every tariff will have a label and you'll find them on energy suppliers' websites or you can request it from them free of charge.

- You'll find tariff comparison rates (similar to Annual Percentage Rate for credit cards) in energy suppliers' communications and advertisements. They're not personalised but are a handy starting point for comparing tariffs between different suppliers.

There are different ways you can find out about potentially better energy deals:

- talk to your current supplier or look at their website
- use one of the approved online price comparison services listed on goenergyshopping.co.uk/en-gb/help/comparison-sites
- if you cannot access the internet, you can call the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language). For textphone, dial **18001** followed by the helpline number
- contact other energy suppliers to compare deals (see page 32).

Top tip...

Download Ofgem's Go Energy Shopping guide from goenergyshopping.co.uk – it includes a comparison notepad you can use to record the energy deals you're comparing.

Key fact...

If you rent and you are responsible for energy bills, you have the right to switch. A landlord only has the right to choose the energy supplier if they are paying the energy bills. Further information is available at goenergysshopping.co.uk/en-gb/tenants



© iStock.com/JackF

How to choose the **best payment option** for you

Energy suppliers offer several ways to pay for your energy. But before deciding what's best for you, it's important to consider the disadvantages as well as the benefits for all payment types.

Payment types

Pay-as-you-go (pre-payment meter)

- Pay in advance for your energy supply.
- You can better budget what you spend on energy and manage how much energy you use.
- If credit runs out there is limited emergency credit before supply is disconnected.
- You only pay for what you use, so no estimated bills.
- Limited choice of tariffs.
- Can be inconvenient to top up or access the meter.

This option might suit you if you want to avoid getting into debt or if you want to manage an existing debt.

Key



Benefits



Disadvantages

Fuel Direct

- Payment for current use of energy and debt is taken directly out of benefits by the Department for Work and Pensions and given straight to your supplier.
- If you use more than the amount deducted from your benefits, your debt will increase and so will future payments.

This option might suit you if you find it difficult to manage your money and are on certain benefits.

Weekly/fortnightly/monthly budget payments

- Smaller payments on a regular basis using a payment card provided by your supplier.
- You can pay your bill for free at the Post Office, PayPoint and Payzone outlets. All of these outlets accept cash, cheques and credit/debit cards. Find your nearest outlet at paypoint.co.uk or payzone.co.uk.
- Risk of being charged a late payment charge if you forget to pay.

This option might suit you if you don't have a bank account, or you are repaying any debts.

Monthly or quarterly direct debit/standing order

- Payment is the same time and amount every month, which may help with budgeting.
- You may be paying too much or too little if bills have been estimated.

This option might suit you if you have a regular income or have a bank/building society account.

What if I am in debt to my supplier?

If you use a pay-as-you-go meter and owe your energy supplier less than £500 for each fuel (gas and electricity), you can still switch. Your debt will transfer with you but you may benefit from a lower price and potentially be able to pay it off faster.

If you don't have a pay-as-you-go meter and have an outstanding debt to your energy supplier, they have the right to prevent you from leaving until you have paid off your debt to them. Your supplier can't stop you from leaving them if it is their fault you are in debt, for example, if they billed you incorrectly.

If you have a debt with your gas or electricity supplier and are struggling to make payments or cannot agree a payment plan with them, contact the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language). For textphone, dial **18001** followed by the helpline number.

Or visit your local Citizens Advice Bureau. Search for your nearest at citizensadvice.org.uk/index/getadvice.htm (in England and Wales) or cas.org.uk/bureaux (in Scotland).

How to get the **best deal** on your energy

Staying with your current supplier

If you are staying with your current supplier but changing to a different payment option or tariff, your supplier will arrange the change. Simply get in touch with them and tell them what you want to do. They should then write to you confirming the details of your new contract.

Switching to a new supplier

If you have chosen a new supplier follow these steps:

1 Contact the supplier to agree a new energy deal.

2 Make sure you confirm what deal you would like e.g. the name of the tariff.

3 You will be sent a contract – check it's correct and the date you change supplier.

4 Ensure you have paid all outstanding bills with your current supplier.

5 Take a meter reading on the day you change supplier so you can check your bills.

1 Contact the supplier to agree a new energy deal: you can do this face-to-face with a salesperson, over the telephone or on the internet. The process to transfer supply from one company to another should take no longer than three weeks after the end of a 14 day cooling-off period. The cooling-off period is the time you have to change your mind after you've agreed to a new energy deal.

Key fact...

Switching is set to become faster by the end of 2014. It will take only three days after the cooling-off period.

2 Confirm what deal you want: suppliers should contact you to make sure you understand that a contract has been entered into and that you are happy with the way the sale was made. You have the right to cancel the contract within a 14 day cooling-off period.

3 Check the contract: you will be sent a contract – check it's correct and check the date you are due to change supplier.

4 Pay any outstanding bills: if you don't do this, your existing supplier may block the transfer. Cancel any direct debits or standing orders set up to pay your existing supplier.

5 Take a meter reading: your new supplier will read the meter (or ask you to take a reading) around the time of the switch. The old supplier will use the meter reading to work out the final bill and the new supplier will use it to start the new account. Keep a note of the reading in case of any future dispute.

If you experience any problems during the switching process you can either contact your old or new supplier or the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language). For textphone, dial **18001** followed by the helpline number.

How to make further savings: **group buying**

Collective purchasing and switching – there are benefits to joining together with your neighbours and combining your buying power to get better electricity and gas deals.

For more information, visit [gov.uk/collective-switching-and-purchasing](https://www.gov.uk/collective-switching-and-purchasing).

Oil clubs – joining an oil club means they will negotiate with suppliers for the best bulk purchase price for heating oil. The club can help your cash flow by allowing you to order smaller amounts four times a year but still benefit from the bulk pricing. For more information visit the Citizens Advice website: citizensadvice.org.uk/oilclubs.



© Citizens Advice/Justin Piperger

Cascading the Energy Best Deal message

Carol* works in rural Nottinghamshire delivering the Community Champions Project. Carol attended an Energy Best Deal session with a view to passing on the information to people attending their computer training courses designed for people aged 50+.

One of those attending was Hazel*, aged 65. Hazel was paying for her fuel using a pre-payment card meter and wanted to investigate other payment options for her current supplier and also how much she could save by switching both payment method and energy supplier.

Hazel was shown how to compare energy prices online using price comparison sites. This showed that she was paying more by using her pre-payment meter. She was given instructions to take away on how to shop around further to compare utility prices on the internet.

Hazel said that she had been anxious prior to the meeting about dealing with this issue. Now, armed with her instructions, she felt able to look online at utility price comparison sites for a fixed, dual fuel deal. She felt much more confident about the whole process of switching her utilities and saving money in doing so.

Carol said "Hazel's scenario has been replicated at many training events. We will be using the knowledge gained at the Energy Best Deal session to carry on informing the 1,300 people who will attend these courses over the next three years about how they can save money on their energy costs."

* names have been changed

© iStock.com/northlightimages



2

Where to go for help if paying your energy bills is a struggle

How you can access **special services**

The **Priority Services Register** is a scheme which offers special services free of charge if you are of pensionable age, are disabled, chronically sick or have sight/hearing difficulties. Priority Service customers may be able to access the following services:

Relocation of meter for improved access

If you are unable to access your pay-as-you-go meter due to a disability or ill health, you can ask for it to be moved or replaced with a credit meter free of charge.

If you find it difficult to read or access another type of meter, some suppliers may consider moving it to a more convenient position. Otherwise they can send somebody to read your meter for you each quarter.

Password protection scheme

Suppliers can agree a personal password for use by their staff when they visit your home, so you know they are genuine.

Bill nominee scheme

Suppliers can arrange for your bills to be sent to the address of a friend, relative or carer so that they can help to arrange payment (with their agreement).

Advance notice and support during interruptions

Energy companies recognise that consumers in vulnerable situations may be more at risk than others if their gas or electricity supply is interrupted. For example, they may rely on their energy supply to:

- operate medical or mobility equipment
- store medicines
- stay warm.

If you rely on your energy supply in this way, tell your energy company. If they know about your situation they will make special efforts to give you advance warning of supply interruptions and support during interruptions.

If you are not of pensionable age, disabled or chronically sick but feel that you need one of the services listed above, you should still contact your supplier to discuss your situation. They may be able to help you.

Services for customers with impaired hearing or vision

Suppliers can provide you with large print, Braille and talking bills and must also offer suitable facilities to handle complaints and enquiries from customers who are visually or hearing impaired.

To ensure you can access these additional services, contact your supplier directly. Remember that if you have two different suppliers for your gas and electricity, you will need to contact both.

Free gas appliance safety check

This is a check to make sure gas appliances are safe and not giving out a harmful level of carbon monoxide. You can get a free annual check from your energy supplier if you are an owner-occupier and:

- live alone and are of pensionable age, disabled or chronically sick
- live with others, and all household occupants are of pensionable age, disabled or chronically sick, or under 18
- get a means-tested benefit and have a child under the age of five living in the household.

If you are renting your property:

- your landlord is responsible for providing a free annual gas safety check.



© Citizens Advice/Justin Ppberger

How to get help paying your **energy bills**

If your bill is unexpectedly high, contact your gas or electricity supplier to have the meter read or give your own reading. An unexpectedly high bill may be caused by the meter being misread, or by a number of underestimated bills followed by an accurate bill. Energy suppliers will work with you if you are struggling to pay your bills. Always contact them as soon as you can to find out whether they can help.

Managing energy bills – depending on your supplier and your circumstances, you could receive other help. Examples include:

- rebates if you are older, on certain benefits or on a low income
- money off your energy bill
- benefit entitlement checks to ensure you get all welfare benefits you are entitled to
- trust funds which offer grants for things like writing off debts or buying new appliances.

Debt repayment – if you are in debt to your supplier, they must offer a payment arrangement that considers your financial circumstances and your ability to pay. For example, you could repay your debt by cash or cheque, by direct debit, using a payment card, through a pay-as-you-go meter, or through the Fuel Direct scheme, which is mentioned in more detail on page 10 of this booklet.

Avoiding disconnection – if you let your energy debts build up, there is a risk that you will eventually be disconnected, which means having your energy cut off by your supplier. If you are threatened with disconnection, there are strict rules as to whether or not this will be allowed to happen. You cannot be disconnected in the six months between October and March if you are of pensionable age and live alone, or if you live with people who are of pensionable age or under 18. If you have a pensioner living with you, you should tell your energy supplier as they must take all reasonable steps not to disconnect. The same rule applies if someone living in your home is chronically sick or disabled.

There is also a voluntary agreement you should be aware of if you buy your energy from any of the six main suppliers. These are British Gas, SSE, E.ON, npower, EDF Energy and ScottishPower. All these companies have agreed to not knowingly disconnect vulnerable customers from electricity or gas supplies at any time of the year. You may be considered vulnerable for reasons such as your age, health, disability or financial status.

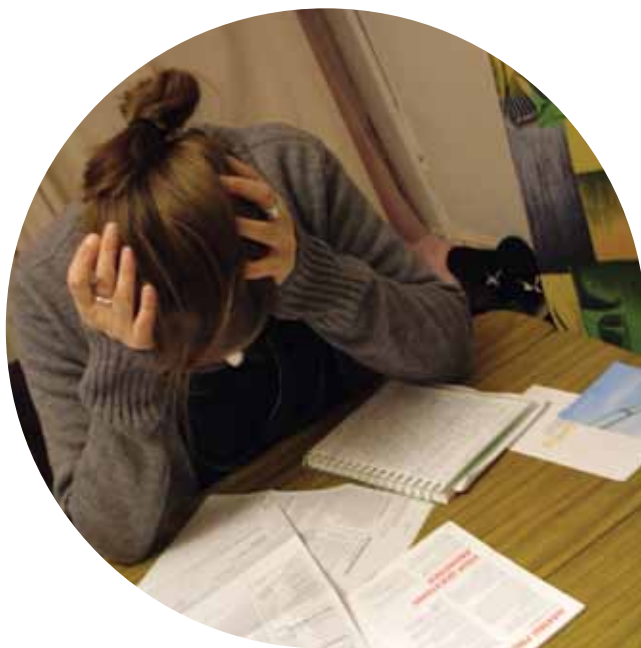
You cannot be disconnected if:

- you have a debt relief order (if you live in England or Wales) that includes existing energy debts. A debt relief order is a cheaper option than going bankrupt if you can't afford to pay off your debts. If you live in Scotland and have a debt payment programme that includes energy debts, it's unlikely that your supply will be disconnected. If you have any concerns about this, contact your debt adviser for advice. Wherever you live, you could still be disconnected if you build up new energy debts.

- your debt is owed to a previous supplier
- you have been made bankrupt and the debt relates to a period before you went bankrupt
- the debt is not for the gas or electricity you have used but for some other service or appliance you have bought from your supplier.

Specific help is available if you have either been threatened with disconnection or have actually been disconnected. You can find out more by calling the Citizens Advice consumer service on **03454 04 05 06** (English language) or **03454 04 05 05** (Welsh language). For textphone, dial **18001** followed by the helpline number.

Or visit your local Citizens Advice Bureau. Search for your nearest at citizensadvice.org.uk/index/getadvice.htm (in England and Wales) or cas.org.uk/bureaux (in Scotland).



© Citizens Advice/Rebecca Savage

Help in winter

If you are of pensionable age, you may be able to get help with fuel costs with a Winter Fuel Payment or Cold Weather Payment.

The Winter Fuel Payment is an annual payment to help with the costs of keeping warm during the winter. Payments vary between £100-£300 depending on your circumstances. If you receive the state pension or another social security benefit (not housing benefit, council tax reduction or child benefit), this will be paid to you automatically. If not, call the Winter Fuel Payment helpline on **08459 15 15 15** or visit **gov.uk** or **adviceguide.org.uk**.

Cold Weather Payments help some households in an area where a period of exceptionally cold weather has occurred. A payment of £25 will automatically be made for each seven-day period between 1 November and 31 March when the local temperature is an average of zero degrees Celsius or lower over seven consecutive days. Eligible households are those receiving certain benefits. Visit **gov.uk**, **adviceguide.org.uk** or contact your local Citizens Advice Bureau to find out more.

3

How to save money and use less energy in your home

Where to find help

Home Heat Helpline

This is a free national helpline run by the six main energy suppliers. If you are having difficulties paying your fuel bills, it offers specialist advice on benefits, grants for free home insulation, reduced tariffs and special payment options that energy suppliers provide. The Home Heat Helpline is open 9am-6pm Monday to Friday and is free to call – **0800 33 66 99** or visit the website at homeheathelpline.org.uk.

Warm Home Discount scheme

Participating electricity suppliers offer a discount of £140 off your electricity bill if you are eligible. You automatically qualify for the discount if on 12 July 2014 all of the following apply:

- your supplier was part of the scheme
- your name (or your partner's) was on the bill, and
- you were getting the guarantee credit element of pension credit (even if you get savings credit as well).

You may also qualify if you are on certain other benefits.

Call your supplier to see if you qualify, or visit adviceguide.org.uk.

Schemes to improve **energy efficiency** and **save money**

There are government initiatives available that can help you save money by being more efficient with energy.

The key ones are:

- the Energy Companies Obligation
- the Green Deal
- in Wales, the schemes above and Nest
- in Scotland, the first two schemes above and the Home Energy Efficiency Programme Scotland (HEEPS).



© www.imagesource.com

Energy Companies Obligation

This scheme aims to get efficient boilers and insulation into the homes of vulnerable people across Great Britain.

It can help you in three ways:

- **Carbon Emissions Reduction Obligation (CERO)**
 - help with solid and cavity wall insulation in hard-to-treat homes.
- **Home Cost Reduction Obligation (HCRO)**
 - the Affordable Warmth Scheme – help with the cost of loft or cavity wall insulation, boiler repairs and replacements if you or someone else in the household gets certain benefits. You must also own your home, have a mortgage or be a tenant in a privately owned property.
- **Carbon Saving Communities Obligation (CSCO)**
 - help with insulation and glazing if you live in a specified postcode area or live in a low-income household in a rural area. A rural area means you live in private or social housing, in a population of under 10,000 homes and you get, or someone who lives with you gets, the same benefits as you need for the Affordable Warmth Scheme.

Find out more in England and Wales by visiting your local Citizens Advice Bureau. You can also call the **Energy Saving Advice Service (ESAS)** for advice and to see if you are eligible on **0300 123 1234**.

Find out more in Scotland by calling **Home Energy Scotland** on **0808 808 2282**.

Green Deal

The Green Deal helps you improve the energy efficiency in your home without having to pay upfront. It helps with things such as loft insulation, double glazing, door insulation, lighting and renewable energy such as solar panels.

The cost is paid in instalments added to your electricity bill, for up to 25 years. If you move, this must be paid by the new home owner or tenant.

The scheme is designed to make sure you don't pay back more than you are saving, but this is not guaranteed. The savings you get will depend on how much energy is used and the future cost of energy.

For advice on the Green Deal call the **Energy Saving Advice Service (ESAS)** on **0300 123 1234** or visit adviceguide.org.uk and gov.uk.

Find out more in Scotland by calling **Home Energy Scotland** on **0808 808 2282**.



© John Birdsall Photography

Nest (Wales only)

Nest is the Welsh Government's scheme to help households in Wales reduce their fuel bills. Nest can advise and support you in how to save energy, make your home more energy efficient, check your benefit entitlement to ensure you're getting all the income you are entitled to, and advise you on money management. You could also get energy improvement measures for your home at no cost, if you receive a means-tested benefit such as child tax credit and live in a property that is privately owned or privately rented and has an energy efficiency rating of F or G, which often applies to older and larger homes. For more information contact Nest on **0808 808 2244** or go to nestwales.org.uk.



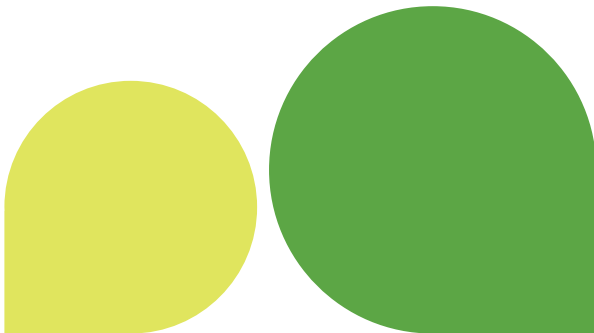
Home Energy Efficiency Programme Scotland (HEEPS) (Scotland only)

HEEPS is the Scottish Government's initiative launched in 2013 to help households reduce bills and make their homes more energy efficient. It includes these schemes:

- Affordable Warmth.
- Area Based Schemes (ABS).
- Energy Assistance Scheme.
- Gas Infill Loan Scheme to help with connection to the gas grid.

Depending on the scheme, if you are eligible you can get help with things like the cost of loft and cavity wall insulation, boiler repairs, a new boiler, draught proofing and getting room thermostats and heating controls.

You can get more details on these schemes, energy efficiency advice, information on low-cost energy tariffs and advice on how to make the most of your income by contacting Home Energy Scotland on **0808 808 2282** or visit energysavingtrust.org.uk/scotland. You can also visit Energy Action Scotland at eas.org.uk for information on HEEPS.



Tips for **saving energy**

There are many things that you can do to make your house more energy efficient and cut your energy bills. You can speak to your energy supplier or for independent advice contact **0300 123 1234** (Energy Saving Trust, England and Wales) or **0808 808 2282** (Home Energy Scotland) or visit [gov.uk/energyhelp](https://www.gov.uk/energyhelp).

Top tips for saving energy:

- 1** If you have a timer on your central heating system, set the heating and hot water to come on only when required: 30 minutes before you get up in the morning and set it to switch off 30 minutes before you are due to leave.

- 2** If you have a hot water tank, set the cylinder thermostat to either 60 degrees Celsius or 140 degrees Fahrenheit. Cylinder thermostats are usually fitted between a quarter and a third of the way up the hot water cylinder.

- 3** Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.

- 4** Always turn off the light when you leave a room.

- 5** Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.

6 When you are doing the washing, try to fill up the machine, tumble dryer or dishwasher. One full load uses less energy than two half loads.

7 Try and ensure that you only boil as much water as you need.

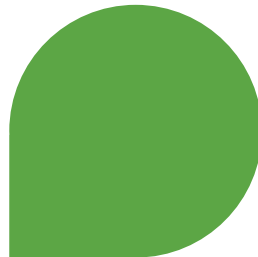
8 A dripping hot water tap can waste enough energy in a single week to fill half a bath. Fix leaking taps and make sure they are fully turned off.

9 Get a smart meter and in-home display installed when you are offered one by your energy supplier. The in-home display will show you how much energy you are using so you can work out where there may be opportunities to use less energy and save money. The government wants all households to have a smart meter by 2020.

10 Do a home energy check to find out about savings of up to £250 a year on household energy bills. Visit the Energy Savings Trust home energy check at hec.est.org.uk in England and Wales and at energysavingtrust.org.uk/scotland/Insulation/Home-Energy-Check in Scotland. Use this check to get a full report with details of your home's energy use and the savings you could make.



© Citizens Advice/ABCUL 2008



Getting the best deal – pass it on

Ron, an 80 year old pensioner, and Sayed, also aged over 60, attended an Energy Best Deal session delivered by Barnet CAB. Following the session Ron switched from his current supplier to a better deal with another company. Sayed, who was already with the company Ron had switched to, was also offered a better deal.



Over the following months, they consulted with each other and discovered that their supplier was offering a cheaper tariff than the one they were on. Both only use electricity (no gas) and they were able to get a further £20 per year discount.

In total, Ron is saving £140 per year and Sayed is saving just under £100 per year. Both are much happier and have told their supplier that if they put the price up again they will look for a better deal!

Lawrence is a neighbour of Ron and Sayed. He also attended an Energy Best Deal session delivered by Barnet CAB. He wanted to make a saving like his neighbours so, following the session, he booked an advice appointment at the bureau as part of the Energy Best Deal Extra scheme. The adviser helped Lawrence to save £120 per year by changing tariff with his current supplier and he also received an extra £10 from them as compensation for not putting him on the correct tariff.

Lawrence said he wouldn't have had the confidence if it were not for the Energy Best Deal presentation, his neighbours' testimonies and the bureau's advice and support.

Energy suppliers' contact numbers

Energy company	Website
British Gas (including customers of Scottish Gas)	britishgas.co.uk
Better Energy (gas only)	betterenergy.org.uk
Co-operative Energy	cooperativeenergy.coop
daligas (gas only)	daligas.co.uk
Ebico	ebico.org.uk
Economy Energy	economyenergy.co.uk
Ecotricity	ecotricity.co.uk
EDF Energy (incl. customers of Seeboard and SWEB)	edfenergy.com
Extra Energy	extraenergy.com
E.ON	eonenergy.com
First Utility	first-utility.com
Good Energy	goodenergy.co.uk
Green Energy	greenenergy.uk.com
Green Star	mygreenstarenergy.com
Loco2Energy (electricity only)	loco2energy.com
M&S Energy (in association with SSE)	mandsenergy.com
npower	npower.com
OVO Energy	ovoenergy.com
Sainsbury's Energy (in association with British Gas)	sainsburysenergy.com
Scottish Power (including Manweb)	scottishpower.co.uk
Spark Energy	sparkenergy.co.uk
SSE	sse.co.uk
SSE Atlantic	atlantic.co.uk
SSE Scottish Hydro	hydro.co.uk
SSE Southern Electric	southern-electric.co.uk
SSE SWALEC	swalec.co.uk
Utilita	utilita.co.uk
Utility Warehouse (owned by Telecom Plus)	utilitywarehouse.co.uk
Zog Energy (gas only)	zogenergy.com

* Numbers starting with 01 or 02 are typically charged up to 9p per minute if you call from a landline; calls from mobiles free at certain times of the day. Numbers starting with 03 cost no more than calls to 01 or 02 numbers. Calls to 03 numbers

Customer Service	Cheaper from mobile*	Warm Home Discount
0800 048 0202	0330 100 0303 prepay	0800 072 8625 credit 0800 294 8604 prepay
0115 846 0438*		Not part of the scheme
0800 954 0693	01926 516152	0800 954 0693
0800 111 4568		Not part of the scheme
0800 458 7689		0800 458 7689
0844 4096613		Not part of the scheme
0800 030 2302	01453 761482	Not part of the scheme
0800 096 9966	0113 820 7117	0808 101 4130
0800 953 4774	0330 303 4774	Not part of the scheme
0345 059 9905*		0345 052 0000*
01926 320 700*		0800 138 3342
0800 254 0000	01249 766090	Not part of the scheme
0800 783 8851	01920 486 156	Not part of the scheme
0800 012 4510	033 0088 1619	Not part of the scheme
0845 074 3601	0330 124 1500	Not part of the scheme
0800 9 802 473	Not available	0800 300 111
0800 3169952	0330 100 8632 0330 100 8625	0800 980 5525
0800 599 9440	01179 303100	Not part of the scheme
0800 316 0 316	Not available	0800 077 3827
0800 027 0072	0345 270 0700	0800 027 0139
0345 034 7474*		Not part of the scheme
0800 980 8831	Not available	0800 300 111
0800 980 8437	Not available	0800 300 111
0800 980 8754	Not available	0800 300 111
0800 980 8476	Not available	0800 300 111
0800 980 9041	Not available	0800 300 111
03452 072 000	01962 397 097	Not part of the scheme
0800 781 7777	Not available	0800 781 7777
hello@zogenergy.com	Not available	Not part of the scheme

between 8p and 40p per minute depending on your call package. Most providers offer call packages that allow calls from landlines and mobiles are included in free call packages.

Other useful **contact numbers**

UK wide

Citizens Advice consumer service	03454 04 05 06
For textphone, dial 18001 followed by the helpline number	
To talk to a Welsh speaking adviser	03454 04 05 05
Winter Fuel Payments helpline	08459 15 15 15
Home Heat Helpline	0800 33 66 99
Energy Saving Advice Service (ESAS)	0300 123 1234

Scotland

Home Energy Scotland	0808 808 2282
Home Energy Efficiency Programme	0808 808 2282

Wales

Nest	0808 808 2244
------	---------------

Although care has been taken to ensure the accuracy, completeness and reliability of the information provided, Citizens Advice assumes no responsibility. The user of the information agrees that the information is subject to change without notice. To the extent permitted by law, Citizens Advice excludes all liability for any claim, loss, demands or damages of any kind whatsoever (whether such claims, loss, demands or damages were foreseeable, known or otherwise) arising out of or in connection with the drafting, accuracy and/or its interpretation, including without limitation, indirect or consequential loss or damage and whether arising in tort (including negligence), contract or otherwise.

Copyright © 2014 Citizens Advice. All rights reserved. Any reproduction of part or all of the contents in any form is prohibited except with the express written permission of Citizens Advice. All photos posed by models.

Citizens Advice is an operating name of the National Association of Citizens Advice Bureaux, Charity registration number 279057. VAT number 726020276. Company Limited by Guarantee. Registered number 1436945 England. Registered office: Citizens Advice, 3rd Floor North, 200 Aldersgate Street, London, EC1A 4HD.

Energy Best Deal is a consumer campaign run by Citizens Advice and its partners in England, Scotland and Wales. It offers household energy consumers and frontline advice workers (both paid and volunteers) the opportunity to attend an information session on getting a better deal on their energy bills. Ofgem has supported the campaign since its launch in 2008.

The 2014/15 Energy Best Deal campaign is funded by British Gas; EDF Energy; First Utility; ScottishPower; SSE; Utility Warehouse.

ofgem

ofgem.gov.uk



citizensadvice.org.uk