

ENERGY Best Deal



***Worried about your
gas or electricity bill?***

November 2008

the charity for
your community



NHS
Leeds

Leeds Primary Care Trust is the registered name of NHS Leeds

Energy Best Deal can help!

With average household fuel bills now at around £1,300 a year, many people are worried about how they will manage to pay their bills this winter. There is a lot of talk about 'fuel poverty' and reports about schemes to help. This guide will help you find out more about the help that is available.

What is fuel poverty?

The official definition of fuel poverty is a household that spends more than 10% of gross income on fuel costs to maintain an acceptable level of heating. Some commentators estimate that 2.75 million 'vulnerable' households (older people, disabled people, young children) are living in fuel poverty.

How can this guide help?

This Guide gives basic information about all the help available with fuel bills and energy efficiency improvements. It gives telephone numbers and websites for how to find out more information, apply for grants, switch your supplier and get advice.

Money problems: if you are having trouble paying your bill, ask your fuel company what help is available from them – eg is there a Social Tariff for cheaper fuel or a Trust Fund to help pay off the arrears? You can also get independent advice about debt problems and claiming disability allowances, tax credits and benefits – see the list of telephone helplines at the end of this guide.

Energy efficiency: improving the energy efficiency of your home will have real benefits in the long term – eg better insulation means cheaper bills! There are grants to help with the costs of making improvements. This guide explains what they cover, who is eligible and how to apply.

Switching supplier: you could save between £150 and £220 per year by switching your energy supplier and getting the best deal for you. Most people can switch, you won't need a new meter or have your supply disconnected and information is available to help you decide whether to switch.

For general help and information, contact:

- Energy Saving Trust Helpline: **0800 512 012**
- Leeds Fuelsavers: **(0113) 395 7159**
- Consumer Direct: **0845 4 04 05 06**
- Home Heat Helpline: **0800 33 66 99**

Lots more useful numbers are given at the end of this guide



How to get the **best deal** from your current supplier

Social Tariff

What is it? A social tariff is often the cheapest deal available from your fuel company. It is offered by the fuel companies to people on certain disability allowances, benefits or tax credits and who are struggling to pay their fuel bill.

Am I eligible? You need to check with your fuel company but in general you must be in 'fuel poverty' (see definition above) or in receipt of one or more of the following disability allowances, tax credits or low income benefits:

- Disability Living Allowance, Attendance Allowance, War Disablement Pension, Disablement Pension, Carers Allowance, Severe Disablement Allowance
- Child Tax Credit, Working Tax Credit, Pension Credit
- Council Tax Benefit, Housing Benefit, Income Support, Income Based Job Seekers' Allowance

Warning! If you pay for your fuel using a pre-payment meter and you are at least £100 in arrears, you may not be allowed a Social Tariff. So ask your fuel company if there is a Trust Fund that can help you to reduce your arrears to under £100 and then ask about moving onto a Social Tariff. If you have difficulties with this, get advice – ring Consumer Direct, the Home Heat Helpline or go to an independent advice agency in Leeds.

How can I apply? Contact your fuel company or ask for more information from the Energy Saving Trust helpline – see end of this guide for contact numbers. The social tariffs that we know about at present are:

- 'Essentials' at British Gas
- 'First Step' and 'Spreading Warmth' at Npower
- 'Energyplus Care' at Scottish and Southern
- 'Carefree Plus' at Scottish Power
- 'Energy Assist' at EDF
- 'Staywarm Social' at E.ON/Powergen



How to get help from the government with the costs of your fuel bill

Winter Fuel Payment

What is it? A tax-free annual benefit, it is usually paid from November.

Am I eligible? People aged 60 or over who normally live in the United Kingdom.

How much? £200/250 for over-60s, £300/400 for over-80s.

How can I apply? For most people, it is paid automatically. If you have not had the payment before, and are not getting a state pension or another benefit, contact the Winter Fuel helpline: 0845 9 151 515.

Cold Weather Payment

What is it? The payment is made when the average temperature is recorded as 0C (32F) or below over seven consecutive days.

Am I eligible? You are entitled if you receive the following:

- pension credit
- income support or income-based jobseeker's allowance and there is a child aged under five in your family
- income support or income-based jobseeker's allowance with a pensioner premium, higher pensioner premium or enhanced pensioner premium
- income support or income-based jobseeker's allowance with a disability premium or severe disability premium
- income support or income-based jobseeker's allowance with a disabled child premium
- child tax credit with an individual element for a child or young person who is disabled or severely disabled

How much? A one-off payment of £8.50. The government has said this will increase to £25 this winter if conditions are "severe".

How can I apply? The payment is made automatically.



How to get help from the government with the costs of improving energy efficiency

Warm Front Grants

What is it? A grant scheme run by EAGA that provides heating and insulation in privately owned or rented homes. Depending on your needs, it will pay for loft insulation, draught proofing, gas room heaters with thermostat controls, gas, electric or oil central heating. Energy advice and two low-energy light bulbs are also available.

Am I eligible? You may get a grant if you get one or more of the following benefits:

- child tax credit (with an income of less than £15,592)
- you have a child under 16, or are pregnant, and get income support or council tax benefit or housing benefit or income-based jobseeker's allowance or pension credit
- you are aged 60 or over and get pension credit, or council tax benefit, or housing benefit or income-based jobseeker's allowance
- attendance allowance or disability living allowance
- working tax credit (with an income of less than £15,592 and which must include a disability element)
- income support (with a disability premium)
- housing benefit (with a disability premium)
- council tax benefit (with a disability premium)
- war disablement pension (with a mobility supplement or a constant attendance allowance)
- industrial injuries disablement benefit (with constant attendance allowance)
- employment & support allowance (high rate)

How much? Grants range up to £2,700 - or up to £4,000 if your home is off the mains supply and needs oil central heating.

How can I apply? Complete an application form before an adviser visits you to assess. Call 0800 952 1555 or the Leeds Fuelsavers helpline, or fill in the application form attached to this guide.



Health Through Warmth Scheme

What is it? A scheme to help with the installation of loft and cavity insulation and by providing advice and information.

Am I eligible? You need to:

- live in your own home or in private rented accommodation
- have savings of less than £10,000
- have an income of less than £23,308
- have a long term health problem affected by cold/damp housing conditions

How can I apply? Ask your GP, nurse or other NHS worker, or call the Leeds Fuelsavers helpline (below), or fill in the application form attached to this guide.

Home Energy Saving Programme

What is it? A new scheme to help to make homes more energy-efficient by improving loft and cavity wall insulation.

Am I eligible? All low-income households (getting the same tax credits, disability allowances or benefits as for Warm Front – see above) and all households with someone aged 70 or over. Others may get half-price insulation.

How can I apply? Call the Energy Saving Trust helpline number.

How to find out more about these schemes

- **Energy Saving Trust helpline: 0800 512 012**
- **Leeds Fuelsavers Advice helpline: (0113) 395 7159**

Leeds Fuelsavers

What is it? A free, independent and impartial advice service about energy efficiency. Leeds Fuelsavers are experts in energy efficiency and can advise on which energy saving measures are most suitable for your home. The team:

- can provide impartial information on home energy efficiency because Leeds Fuelsavers is an independent, not for profit organisation
- has good knowledge of Leeds and understand the local housing stock, eg find out whether or not your house has cavity walls
- can advise you on any grants and offers that may be available to help towards the costs of installing measures
- has experience of helping people take effective energy saving actions from the start of the process to the end

How can I get in touch? Ring **(0113) 395 7159** during office hours (answerphone service at other times. Or go to: www.leeds.gov.uk/fuelsavers)



How to get help from your fuel company with the costs of fuel bills and improving energy efficiency

British Gas Energy Trust

What is it? The British Gas Energy Trust, which incorporates the Scottish Gas Energy Trust, gives grants to help individuals and families in need to meet arrears of energy charges and other household bills and costs. You must be a domestic customer of British Gas or Scottish Gas. It can help with:

- arrears of domestic gas/electricity charges
- other essential domestic bills and costs. You can apply for such help even if you do not apply for help with your gas/electricity charges

How can I apply? Telephone **01733 421021**

A winter fuel rebate is also available of up to £90 to British Gas's most vulnerable customers.

How can I apply? Telephone **0845 601 2006**

EDF Energy Trust Fund

What is it? A charity that gives grants to people who have electricity, gas, telephone and, in some cases, other essential household bill debts. Funded by EDF, it gives grants and financial/energy efficiency advice. You must be a domestic customer of London Energy, Seaboard Energy, Sweb Energy or EDF.

There are two types of grants. They are for:

- individuals to cover the payment of gas and electricity debts and other essential household bills or costs
- voluntary organisations working in the field of money advice, debt counselling or energy efficiency advice

How can I apply? Telephone **01733 33 33 83**

E.On Caring Energy Fund

What is it? A scheme that aims to assist E.On customers who are low-income households facing financial difficulty and who may not be eligible for financial help from government schemes. It can offer payments in full or part to cover the cost of:

- installing cavity wall and/or loft insulation



- repairing or installing heating measures which in some cases could include repair of unsafe gas heating systems
- certain household appliances

What is it? Telephone **0800 051 1480**

Scottish Power Energy People Trust

What is it? Organisations and groups can apply for funding to support projects or schemes covering:

- crisis funding, such as women and children needing emergency accommodation and vulnerable young people setting up their first home
- benefits health checks or income maximisation. For example, helping households that are not claiming all the benefits to which they are entitled
- energy efficiency measures
- research

How can I apply? Telephone 0141 568 2000

Priority service registers (PSRs)

What is it? It is a register of people who need extra help and care with their fuel bills. PSRs are managed by the fuel companies. You should not be disconnected in the winter (October to March) if you are on the PSR. Joining the PSR may also entitle you to the following services – check the details with your fuel company:

- Regular meter readings
- A password for gas and electricity staff to use when they call at your home, to confirm they are genuine
- Help to move a meter if it is in an inconvenient place
- Help if you have difficulty using certain appliances
- Bills can be sent to a friend or family member on your behalf
- Bills can be supplied in different formats, such as large print or Braille, by cassette or in a different language
- Gas appliance and installation safety checks

Am I eligible? You need to check with your energy company but in general the PSR is available to people over pension age, or disabled or with a long term illness, or a visual or hearing impairment (blind or deaf).

How can I apply? Register direct with your fuel company or ask for details from Consumer Direct (contact details at the end of the guide).



How to keep track of your fuel use

It is important to keep track of how much gas and electricity you are using so that you can budget for the next bill. This means your meter needs to be read regularly. If you are not on a Priority Service Register, read the section below to find out if you could join.

When you first move into a new property, find out who supplies the gas and electricity, read the meters and make sure the fuel company has the meter readings from your first day in the property. If you're not sure how to read the meter, ring the fuel company and ask them to explain. If you need to find out your meter number, ring: 0845 330 0889 (electricity) or 0870 608 1524 (gas).

If you get an estimated bill, read the meter and give the reading to the fuel company. Ask them to send a new bill because this should give you a more accurate figure for the fuel you are using. If you are in arrears, read the section 'What to do if you can't pay your fuel bill' later in this guide.

How to pay your fuel bill

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There are a number of different ways including:

- Regular payment scheme cards using cash or cheques at any outlet of Pay Point (0845 602 0236) or Pay Zone (0845 766 0111) – eg local shops and Post Offices
- Regular payments by cheque, credit/debit card at Post Offices, banks/building societies or by post, telephone or internet
- Monthly direct debit /standing order from your bank account
- Fuel Direct for people on benefits and with fuel debts (see more in 'what to do if you can't pay your fuel bill' below)

Pre payment ('token') meters: these meters are triggered by tags, keys or tokens that have to be topped up. Some fuel companies insist that people in arrears pay this way. Anyone can choose to have a pre-payment meter if it suits them.

Warning! These are usually the most expensive way to pay for your fuel.

They can also build up arrears after a price increase without you realising. This is because they must be manually adjusted after every price rise. Fuel companies can be slow to adjust these meters.



If yours has not been reset for months, you may have built up debt which is likely to be added to the meter. Often people only become aware of this problem when they switch supplier.

If you are a pre-payment meter user and your fuel supplier is asking you to repay a debt you did not expect, you should ask to check the following:

- Did they warn you that your prices were increasing?
- Did they warn you that your meter needed to be adjusted and, if it didn't happen, you would be at risk of arrears?
- Were you advised to contact them as soon as possible to arrange a recalibration?
- Prior to the visit to recalibrate your meter, when was the last time you had a visit to reset your meter?
- Has your fuel supplier offered any assistance?

What to do if you can't pay your fuel bill: don't ignore it, ask for help, do get advice

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At the first sign of problems, contact your fuel company to explain and ask what help they can offer. They should be more sympathetic if you are on their Priority Service Register. Ask them if there is a Trust Fund that can help with the cost of your bill or if there is a Social Tariff for cheaper fuel. If they do not help, contact the Home Heat Helpline on: 0800 33 66 99.

Check if there has been an error on your bill:

- does it cover a time before you lived at the address?
- is it for the wrong address?
- is it an estimate for more than the actual amount of fuel you have used?

Independent advice: Leeds has a number of independent advice agencies such as the Citizens Advice Bureau and there are independent telephone advice services – see details at the end of this guide.

They can advise you what to do, negotiate on your behalf and make applications to Trust Funds to help with the costs of bills. You can make the best of your visit to an advice agency by:

- bringing all the bills and letters from your fuel company (and all letters about any other debts)
- bringing details of your income, eg your benefits, tax credits, wages
- working out how much you have to spend each week or month.



Fuel Direct This is a way to pay your fuel bill by having money deducted from some types of benefit and paid direct to the fuel company. Fuel Direct is only open to people in receipt of either Income Support, Income based Job Seekers Allowance or Pension Credit and who have gas or electricity debts. The debt recovery rate is £2.90 per week per fuel but you have to also agree to meet ongoing costs for current consumption.

Warning! Ask for independent advice before going onto Fuel Direct.

Protection from disconnection

Fuel companies are not allowed to disconnect you, even if you have a debt, in the following circumstances:

- From 1st October to 31st March if everyone in the home is of pensionable age. Make sure your supplier knows this
- From 1st October to 31st March if someone in the home is chronically sick or has a disability
- If the debt you owe is to a previous supplier
- If the debt is not for the gas or electricity you have used. For example, if you bought a new boiler from your supplier but then could not afford all the payments, the supplier is not allowed to disconnect the supply to your home
- If you have been made bankrupt, a supplier cannot disconnect for a debt that was built up before the date of the bankruptcy order

Note: If there is **safety** problem with your supply, it could still be disconnected.



How to switch your fuel company: shop around!

You can now choose who supplies your gas and electricity. People who have never changed their fuel supplier can make considerable savings if they switch:

- up to £220 a year for people who pay by a card, key or token meter
- up to £150 a year for people who pay when they receive their bill, or by Direct Debit.

Who can switch?

Nearly everyone can switch supplier. You can change fuel supplier even if you have a token, key or card meter and have debts under £100.

Are there any reasons why I might not be able to switch?

Most people will be able to change their suppliers. But there are times when changing may not be possible, for example if:

- you have a fixed-term contract you may be charged a fee if you try to switch during the term, but this is uncommon. Most people have contracts that allow them to switch supplier at any time without paying a penalty
- you rent your home and pay the landlord for gas and electricity either as part of your rent or separately
- you rent your home and your lease specifies that you cannot change the supplier
- you have unpaid debts with your supplier – although this does not necessarily mean you can't switch, you may have to clear the debt before you can. However, in some cases the unpaid debt could be transferred to a new supplier.

How do I switch?

Before you switch you need to decide what sort of deal you would like. There are many different types of deals available, the most common are:

- Dual fuel – getting your gas and electricity from the same supplier. Many suppliers offer money off your bills if you take both gas and electricity from them.

WARNING! For people on token, key or card meters it is usually cheaper to get your energy from separate suppliers.

- Fixed rate – this means the price of your energy will not change for the duration of the deal.
- Internet deals – suppliers offer discounts for people who receive their bills over the internet.



Comparing prices

To see if you are getting a good deal for your energy you need to find out how much you are paying. It's a good idea to get a copy of your last couple of bills or, if you use a card, token or key meter, to have an idea of how much you spend a week/month on energy. If you cannot find any recent bills you could use the table below to estimate your usage. It is also a good idea to get the following information together: Name of your current supplier(s), Tariff name, Your post code

Number of bedrooms at your property	Average gas bill	Average electricity bill
1	£350	£335
2	£480	£500
3	£740	£670
4	£850	£730

*These figures are for standard credit customers who pay by cash or cheque.

If you have internet access you can use any of these sites:

Website	Telephone
www.theenergyshop.com	0845 330 7247
www.moneysupermarket.com	0845 345 5708
www.uswitch.com	0800 404 7908
www.ukpower.co.uk	0845 009 1780
www.saveonyourbills.co.uk	0870 005 2095
www.unravelit.com	0800 279 4091
www.energyhelpline.com	0800 074 0745
www.moneyexpert.com/energy	0194 2710 910
www.homeadvisoryservice.com	0845 1800 300
www.energylinx.co.uk	0845 2252 840
www.switchwithwhich.co.uk	0800 533 031

How can I compare prices if I don't have internet access?

You can phone Consumer Direct on 08454 04 05 06 and they will send you a factsheet with the deals available in your area. You may get a call from sales people from energy companies offering you new deals, but it is worth checking with other suppliers to make sure they are offering you the best deal.



Switching suppliers

Once you've chosen a new tariff that meets your needs, you can either switch using an internet price comparison service or by contacting the supplier you would like to switch to and providing them with some basic billing information so they can set up your new account as smoothly as possible.

What happens next?

The new supplier you choose will be responsible for organising the switch. The whole process can take up to 6-8 weeks. During that time your gas or electricity will continue to be supplied by your old supplier. You will not be cut off or be left without gas or electricity whilst your supplier is being changed.

Is there anything I need to do?

Your new fuel supplier will take responsibility for contacting and prompting you through the switching process. If you pay by Direct Debit you should also contact your bank to cancel the Direct Debit arrangements after your final bill has been paid to your old supplier.



How to make a complaint about your fuel company

Start by contacting your fuel company. If you are not satisfied with their response, call the Consumer Direct helpline: 0845 4 04 05 06 or go to their website: www.consumerdirect.gov.uk

Consumer Direct is a consumer advocacy body with responsibility for consumer issues. It provides specialist support and information on all consumer issues, including fuel. It is independent, confidential and free.

If you are still in dispute with your fuel company, contact the independent Energy Supply Ombudsman. Unlike Consumer Direct this organisation can offer customers up to £5,000 compensation. However its service only applies to the following energy companies:

- **British Gas/Scottish Gas**
- **EDF Energy**
- **Npower**
- **E.ON (Powergen)**
- **Southern Electric**
- **Scottish Hydro**
- **SWALEC**
- **Scottish Power**

You can contact the ombudsman on: 0845 055 0760 or 01925 530 269 or visit their website on

www.energy-ombudsman.org.uk.

Acknowledgements:

thanks to the following organisations who have helped to produce this guide

Leeds CAB

NHS Leeds

Leeds Fuelsavers

National Energy Action

OFGEM

Citizens Advice

Powys CAB

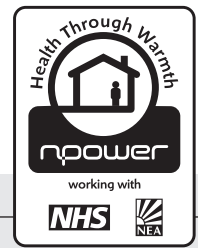


Health Through Warmth Referral Form

HTW Referral No.

(For admin use only)

PLEASE PRINT ALL DETAILS IN BLOCK CAPITALS



1. CLIENT INFORMATION

Client name and address (the person with health condition)

Postcode _____

Date of Birth / /

Day Tel

Mobile

Language Written Spoken

Interpreter required Yes No

Cold/damp related illness or health condition

In relation to illness/health condition specified

No. of GP visits in the last 12 months

No. of Hospital visits in the last 12 months

2. HOUSEHOLD INFORMATION

Householder's name (the name on deeds/rent book)

Householder's name Current occupation Previous occupation

Please tick any of the following benefits the householder currently receives:

- | | | |
|--|---|---|
| <input type="checkbox"/> Income Support | <input type="checkbox"/> Child Tax Credit
(with a household income of less than £15,460) | <input type="checkbox"/> War Disablement Pension
(which must include a mobility supplement or constant attendance allowance) |
| <input type="checkbox"/> Housing Benefit | <input type="checkbox"/> Working Tax Credit
(with a household income of less than £15,460) | <input type="checkbox"/> Industrial Injuries Disablement (which must include a constant attendance allowance) |
| <input type="checkbox"/> Council Tax Benefit
(not single occupancy reduction) | <input type="checkbox"/> Attendance Allowance | <input type="checkbox"/> Pension Credit *(delete as applicable)
*Guarantee Credit/Savings Credit |
| <input type="checkbox"/> Income-based Jobseeker's Allowance | <input type="checkbox"/> Disability Living Allowance | |
| <input type="checkbox"/> Benefit Check required? | | |

Other household members Current occupation Previous occupation

Enter number of people in each age category 0-4 5-15 16-25 26-60 61-74 75+

If children under the age of 16 are living in the property, please give the date of birth for the youngest child / /

Other family/household information (State illness of any other family members in the household)

3rd party contact name and address (title, initial and surname)

Relationship to client _____ Postcode _____
Tel _____

3. PROPERTY INFORMATION

Property type Detached Semi Terraced Bungalow Flat Number of bedrooms

Tenure Owner occupier Privately rented Rented from Local Council Rented from Housing Association

Is there a working smoke alarm? Yes No

Is there central heating? Yes No

Does the central heating work? Yes No Sometimes

Landlord's details

If no central heating, state appliances that heat the property and locations?

Other relevant property information (e.g. boiler broken, no loft insulation)

I certify that the information in the referral form is true and correct.
By giving the information above I consent to my personal and sensitive personal data (including my health condition) to be provided to, used and stored by npower Health Through Warmth employees, representatives and any other appropriate person in order to process this referral form in line with the npower Health Through Warmth Scheme. Where my referral form contains information about any third parties health condition I have their consent to disclose their details. I also accept that I may be contacted in relation to any npower Health Through Warmth Scheme activities.

Client's signature _____

Date _____

Referral made by
Full name _____ Job title _____
Organisation _____
Work address _____

Telephone _____ Fax _____

Mobile _____ Email _____

Warm Front grant application form

A warm, healthy home has been shown to improve both physical and mental health.

Applying for a Warm Front Grant to improve your insulation and heating, and having a Benefit Entitlement Check, can make a significant improvement to how comfortable and healthy it is to live in your own home.

Further details on what is available, can be found on the Warm Front pages within this booklet, but if you own your own home, or rent from a private landlord, make sure you apply for all the help that you are entitled to, to improve your home and your health.

Mr Mrs Miss Ms Other

First name

Surname

Address (with postcode)

Phone number (with dialling code)

Do you own your home or rent it from a private landlord?

Own Rent privately

If you rent your home from a private landlord, what is your landlord's full name, address and phone number? *(We cannot process your application without this information).*

Would you like us to check what benefits you are entitled to? Yes No

I receive:

- Attendance Allowance.
- Disability Living Allowance.
- Working Tax Credit
(with an income of less than £15,460 and which must include a disability element).
- Child Tax Credit
(with an income of less than £15,460).
- Income Support
(which must include a disability premium).
- Housing Benefit
(which must include a disability premium).
- Council Tax Benefit
(which must include a disability premium).
- War Disablement Pension
(which must include the mobility supplement or constant attendance allowance).
- Industrial Injuries Disablement Benefit
(which must include constant attendance allowance).

I am 60 or over and receive:

- Pension Credit
- Council Tax Benefit
- Income-based Jobseeker's Allowance
- Housing Benefit

I have a child under 16, or I am pregnant and have a maternity certificate MAT B1, and receive:

- Income Support
- Council Tax Benefit
- Housing Benefit
- Income-based Jobseeker's Allowance

Your youngest child's date of birth:

When you have filled in this form, please return it to:

Networking Team, eaga plc, Freepost NEA12054, Newcastle upon Tyne.

(You do not need a stamp.)

If you need help completing this form please phone Freephone 0800 316 2817.

eaga's commitment to energy efficiency may result in us finding possible alternative funding which we believe may benefit you. If you do not wish to be contacted about other potential funding, or other products and services, please tick this box.

Useful contact numbers

Independent Advice Agencies in Leeds

Advice about debt and benefits:

Leeds CAB recorded information line: 0844 477 4788 or www.leedscab.org.uk

Chapelton CAB: 0113 262 2821

Burley Lodge Centre: 0113 275 4142

Ebor Gardens Advice Centre: 0113 235 0276

St Vincent's Support Centre: 0113 248 4126

Advice about benefits:

Disability Information and Advice Line: 0113 214 3630

Age Concern: 0113 389 3004

Leeds City Council Welfare Rights: 0113 2149006 ask at One Stop Centre or go to:
www.leeds.gov.uk/Advice_and_benefits/Benefits/Welfare_rights__advice.aspx

Consumer and Advice Helplines

Benefit Enquiry Line: 0800 882 200

Consumer Direct: 0845 4 04 05 06

Community Legal Advice Direct: 0845 345 4 345

National Debt Line: 0808 808 4000

Help the Aged: 020 7278 1114

Energy Supply Ombudsman: 0845 055 0760 www.energy-ombudsman.org.uk

Energy Efficiency Helplines

Energy Saving Trust Helpline: 0800 512 012

Leeds Fuelsavers: 0113 395 7159

Warm Front: 0800 952 1555

Home Heat Helpline: 0800 33 66 99

Energy Efficiency Advice Centre: 0800 512 0212

Fuel Companies

British Gas www.britishgas.co.uk

General: 0845 600 5122

Social Tariff: 0845 850 2207

Priority Service Register: 0845 850 2207

EDF www.edfenergy.com

General: 0800 085 0000

Social Tariff: 0800 269 450

Priority Service Register: 0845 850 2207

E.ON (formerly Powergen) www.eonenergy.com

General: 0800 056 3856

Social Tariff: 0845 056 3050

Priority Service Register: 0800 051 1480

Npower www.npower.com

General: 0845 120 1453

Social Tariff: 0800 975 1373

Priority Service Register: 0800 316 2607

Scottish and Southern www.scottish-southern.co.uk

General: 0845 744 4555

Social Tariff: 0800 622 838

Priority Service Register: 0800 622 838

Scottish Power www.scottishpower.com

General: 0845 270 0700

Social Tariff: 0845 270 0700

Priority Service Register: 0845 270 0700