Revised 16 Jan 2020

Additional Support for Advisors

Most of the biggest energy suppliers have established additional helplines for agencies providing advice and support to vulnerable customers. In most cases, these are specific and dedicated telephone lines and the numbers are **not** circulated to the general public (please note also that advisors should not pass customers directly to suppliers when using a dedicated helpline number). The helplines enable advisors to access specialist help and advice.

•	British	Gas	/Scottish	Gas
•		$\mathbf{\mathcal{U}}_{U}$		u uu

EDF

• E.on

npower

SSE/Scottish Hydro

ScottishPower
Also dedicated email address
– aim to respond within 3 days

Utilita Extra Care Team

0333 202 9584

0800 269 450

0800 056 4645

0800 316 1214

0345 0719 852

0800 001 5228

CABsrst@scottishpower.com

0330 3337 456

