

## **Advisors Toolkit Factsheet No 2.g**

### **Struggling with fuel bills/debt**

Customers who find themselves struggling to pay fuel bills/arrears should be encouraged to contact their supplier as soon as possible. Contact numbers for the main suppliers are listed below.

<b>ScottishPower</b>	<b>0800 027 0072</b> (from landline)
<b>British Gas</b>	<b>0333 202 9804</b> <b>18001 0800 072 8626 - Textphone</b>
<b>SSE</b>	<b>0345 070 7395</b> <b>0800 622 839 - Careline</b>
<b>EDF Energy</b>	<b>0333 009 6992</b>
<b>E-ON</b>	<b>0345 301 5882</b>
<b>npower</b>	<b>0800 073 3000 or</b> <b>0330 100 3000</b> <b>0800 413 016 - Textphone</b>

With regard to arrears, energy suppliers have to follow certain rules when dealing with their customers. They should:

- give advice on how to pay back monies owed
- offer advice on reducing energy use
- offer a payment plan taking into account ability to pay
- set repayment rates taking into account ability to pay

Home Energy Scotland may be able to provide advice and information. Contact them on **0808 808 2282**. They should also be able to provide additional information about other sources of help and support – local authority services, income maximisation/money advice, etc.

The Citizens Advice consumer service advises clients on a range of issues, including domestic energy. To use the Citizens Advice Consumer Service call **03454 040506**