

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 **0333 202 9584**
- EDF **0800 269 450**
- E.on **0800 056 4645**
- npower **0800 316 1214**
- SSE/Scottish Hydro **0345 0719 852**
- ScottishPower **0800 001 5228**
Also dedicated email address
– aim to respond within 3 days CABrst@scottishpower.com
- Utilita Extra Care Team **0330 3337 456**

