



Useful contacts on fuel issues

The following is a list of services that give information and advice on fuel issues including energy saving advice and paying for fuel. 0800 numbers are free if you call from a landline, but not from a mobile.

The Home Energy Scotland Hotline

If you'd like to stay warm and spend less on fuel bills, the Scottish Government is on hand to help. The Home Energy Scotland Hotline is your one-stop shop for energy saving advice and support. The Hotline is funded by the Scottish Government and delivered by the Energy Saving Trust.

Phone: Free from a landline on **0800 512 012**. From a mobile call **0300 456 2655** to be charged at your local network rate.

Website: homeenergyscotland.org.uk

Help from your Local Authority (council)

Your local council may give advice or help to reduce energy costs. Contact details can be found in the phone book or you can search online for your local council's website which will also contain useful information.

Consumer Direct

Government helpline offering practical consumer advice.

Phone: **08454 04 05 06**

Website: consumerdirect.gov.uk

Energy Supply Ombudsman

Service to help resolve customer complaints and disputes with energy suppliers.

Phone: **0845 055 0760**

Website: energy-ombudsman.org.uk

Home Heat Helpline

Offers advice to people concerned about paying their energy bills. This service is run by the Energy Retail Association.

Phone: **0800 33 66 99**

Scottish Gas Energy Trust

Gives grants to reduce energy debt. Applicants must be a domestic customer of Scottish Gas.

Phone: **01733 421 060**

Website: Britishgasenergytrust.org.uk

Energy Action Scotland

Gives information on schemes to reduce fuel consumption. Also gives links to local sources of information.

Phone: **0141 226 3064**

Website: eas.org.uk

Consumer Focus Scotland

Provide advice to people about switching energy suppliers through Energy Best Deal Scotland.

Phone: **0845 04 05 06**

Website: consumerfocus.org.uk/Scotland

Comparison services

These sites, recommended by Consumer Focus, allow you to compare the price of fuel from different providers.

- Confused.com
- Energyhelpline.com
- Energylinx.co.uk
- Homeadvisoryservice.co.uk
- Moneysupermarket.com
- Saveonyourbills.co.uk
- Simplyswitch.com
- Which.co.uk/switch
- Theenergyshop.com
- Ukpower.co.uk
- Unravelit.com
- Uswitch.com

Save energy and money.

Call the Home Energy Scotland Hotline free* on

0800 512 012
or visit homeenergyscotland.org.uk



*Calls from landlines are free. From a mobile call 0300 456 2655 to be charged at local network rates.



Useful contacts on fuel issues

General debt advice

Below is a selection of helplines and agencies that offer general information and guidance on debt.

1. Local Citizens Advice Bureau (CAB)

CAB offer information and help with a range of issues including dealing with debt. If you find yourself in debt or in danger of getting into debt they can advise you on how to proceed and may be able to contact your creditors on your behalf. See your phone book or website: cas.org.uk

2. Citizens Advice Direct

Helpline offering advice on dealing with problems including debt.

Phone: **0844 848 9600** Mon to Fri 9am to 8pm Sat 10am to 2pm

3. Money Advice Scotland

Can refer to local agencies that can help you deal with debt and other money issues.

Phone: **0141 572 0237**

Website: moneyadvicescotland.org.uk

4. National Debtline

Free helpline offering confidential and independent debt advice

Phone: **0808 808 4000** Mon to Fri 9am to 9pm Sat 9.30 to 1pm

Website: nationaldebtline.co.uk

5. Consumer Credit Counselling Services

Helpline service offering free advice based on individual circumstances.

Phone: **0800 138 1111**

Website: cccs.co.uk

6. GAIN (Glasgow's Advice and Information Network)

A network of agencies in Glasgow that gives advice on debt, money management, benefits advice, and housing issues and free legal advice.

Phone: **0808 801 1011** Mon-Fri 2pm-8pm and Saturday 10am to 2pm.

Website: gain4u.org.uk

Other factsheets available:

- What to do about fuel debt
- Energy and money saving tips
- Payment methods, discounts and switching supplier

**Any other queries?
Anything you don't understand?
Any useful experience to pass on?**

Why not call the Lone Parent Helpline?

0808 801 0323

**Mon-Fri 9.30-4.30pm (free to landlines and most mobiles
Vodafone, 3, Orange, Virgin and T-mobile)**

www.opfs.org.uk

Savings are based on installation and energy use in a gas heated three bed semi-detached home, assuming a gas price of 3.67 p/kWh.