**Information about Utilities – April 2020**

Please find below an update about how gas and electricity suppliers will try to support people during the COVID-19 pandemic.

The government guidance states that; “suppliers will need to put in place support measures for people on prepayment meters, people and families who need to self-isolate or take steps to reduce social contact, and people who may otherwise be in vulnerable situations.”

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

Please find below links to main gas and electricity suppliers, a summary of their key current COVID 19 FAQ’s, and telephone numbers if you cannot access their advice online. All websites report that it may take a while to get through on the telephone and they are prioritising calls. Families of children with disabilities can often request to be included on to their supplier’s priority register, dependent on their criteria.

**Gas and Electricity Suppliers – summary of information from their websites**

**British Gas** - <https://www.britishgas.co.uk/covid19> Call centre teams are only dealing with emergencies right now, but if you are unable to top-up yourself and you haven’t got anyone to help you, please call 0330 100 0303 Monday to Friday, 9am-5pm. They can help, but please understand that teams have been asked to check that it is an emergency first.

<https://www.britishgas.co.uk/Priority-Service-Register> Call on 0800 072 8625[1], or 0800 294 8604[1] if you're a Pay As You Go customer

**EDF** - <https://www.edfenergy.com/coronavirus-advice>. If you are self-isolating, where possible arrange for a friend/family member to top-up your key or card for you if it's safe to do so. If this isn't possible, call the dedicated Prepayment line on 0333 200 5110(1) and the team will support you. <https://www.edfenergy.com/for-home/help-support/personalised-support-services> Priority services 0800 269 450. Mon - Fri 8am to 8pm and Saturday 8:30am to 2pm

**EON** - <https://www.eonenergy.com/coronavirus-update/home-prepayment.html> It’s important to remember that any credit issued will need to be paid back. Consider <https://www.eonenergy.com/for-your-home/help-and-support/extra-help>. To find out

more about the Priority Services Register scheme and its free services, call on 0345 052 0000. Lines are open 8am to 8pm Monday to Friday, and 8am to 6pm on Saturdays

**N Power** - <https://www.npower.com/help-and-support/coronavirus/prepayment/> Give us a call on:  0800 073 3000 or 0330 100 3000 We're open: Monday to Friday from 8:00am to 8:00pm, Saturday from 8:00am to 6:00pm. <https://www.npower.com/help-and-support/extra-support/priority-services/>

**Scottish Power** - <https://community.scottishpower.co.uk/t5/Extra-Help/Coronavirus-COVID-19-information-for-ScottishPower-customers/ta-p/15029> If you have gone off supply, please call on 0800 027 0072. Please note, they are now operating a reduced service and can only answer emergency calls, such as customers who are at risk of going off supply. <https://community.scottishpower.co.uk/t5/Extra-Help/What-is-our-Priority-Services-Register/ta-p/8>

**SSE** - <https://sse.co.uk/help/coronavirus-questions-and-answers> If you don't have any funds to top up your meter, they can offer you a temporary credit or reduce any payments you're making through your meter so your credit lasts longer. You can call on 0345 072 9495 (Monday to Friday: 8am-8pm; Saturdays, 9am-6pm; Sundays, 9am-5pm). The call centre will be busier than usual but please bear with them. Once you're through they'll review your situation and talk you through the options. If you're unable to pay for your energy, please call on 0345 600 2006 (Monday- Friday: 8am-8pm; Saturday: 9am-6pm; Sunday: 9am-5pm) and they’ll work through the options with you. If you do get a credit extension, this money will need to be repaid at a future date. <https://sse.co.uk/help/accessibility/priority-services-register> For further information, or to arrange extra support or services, call the Careline on 0800 622 838. They may even be able to offer extra help in managing your bills.

**Other useful links**

**Thames Water** - <https://www.thameswater.co.uk/my-account/billing-and-payment/help-paying-your-bill> and <https://www.thameswater.co.uk/help-and-advice/customer-commitment/priority-services>. Talk to them if your bills are overdue or you’re not sure what help best suits your circumstances. If you need to speak to someone call on 0800 980 8800. Lines are open 9am to 5pm, Monday to Friday.

**National Debt Line** - 0808 808 4000.  They will be able to offer support on energy debt and offer wider financial advice.