

Citizens Advice, Citizens Advice Scotland and Advice Direct Scotland currently provides advice and support to small business and microbusiness consumers. Check if your business is a small business or microbusiness [here](#).

England and Wales (EW)

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use.

Citizens Advice is the official source of free and independent energy advice and support. They can also refer you directly to the Extra Help Unit service if you need specialist support to resolve your energy problem.

Go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on **0808 223 1133**. Calls are free.

Scotland (S)

Get help with an energy problem

If you're struggling to pay your energy bill or have a problem with your energy supplier, visit the Citizens Advice Scotland self-help website at cas.org.uk or contact your local Citizens Advice Bureau.

Scottish consumers can also contact Advice Direct Scotland. They offer free, independent advice and support with energy bills and issues with suppliers. They can also refer you directly to the Extra Help Unit service if you need specialist support to resolve your energy problem.

Go to energyadvice.scot or contact Advice Direct Scotland on **0808 196 8660**. Calls are free.

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