



ENERGY SUPPORT AND SAFETY ADVICE

This guide provides advice on energy support that is available – and important information to help you keep warm and safe.



ENERGY SUPPORT

If you are struggling to pay your energy bills speak to your provider as soon as possible to stop debt building up. You can access free, confidential advice from Shelter which includes:

- Information on current energy support schemes that are available
- Specialist debt advice if you are struggling to manage your household bills
- Energy efficiency in the home – ways to reduce energy usage whilst improving heat retention

INSTALLATION AND APPLIANCE SAFETY

There are measures you can take in your home, to ensure installations and appliances are safe. These include:

- All gas appliances should be serviced annually by a Gas Safe Registered engineer. If you live in rented accommodation, then it is your landlord's responsibility to arrange these checks
- Make sure your home's electrical installations are safe. If you live in rented accommodation, your landlord must arrange an electrical safety inspection and provide you with an Electrical Installation Condition Report (EICR). An inspection must be carried out at least once every 5 years
- Never use an appliance if you think it is unsafe. Know the signs of carbon monoxide (CO) – such as sooty marks around your gas appliance, a floppy/orange flame rather than crisp and blue, pilot lights that blow out frequently or excessive condensation on windows. Be aware of the signs and symptoms of CO poisoning which can be found on the NHS website
- Get a carbon monoxide alarm that will alert you and ensure you test it regularly. If you live in rented accommodation, then it is your landlord's responsibility to ensure a carbon monoxide alarm is present in any room with a fossil fuel burning appliance, that has been installed by the landlord
- Ensure there are smoke alarms on every floor of your house – if you live in rented accommodation your landlord must provide a smoke alarm on every floor. These must be connected to your home's electrical supply and to each other. Regularly check they are working

PRIORITY SERVICES REGISTER (PSR)

The Priority Services Register offers extra support to those who need it most, in the event of an interruption to your gas, water or electricity supply. You could be eligible if you:

- are of pensionable age
- have a chronic or serious illness
- have a mental health or developmental condition
- are registered disabled
- have dementia or a cognitive impairment
- have children under 5
- are a young adult householder 18 or under

Support can include having your bill in a format that is suitable for your communication needs or nominating someone to receive your bill on your behalf. You can also set up a password so if an engineer visits your property, you can be sure they are who they say they are. Should your gas, water or power be interrupted, you can be offered alternative cooking and heating facilities.

To sign up to the PSR please visit: www.thepsr.co.uk

Useful information

[Gas safety](#)

[Help with energy bills](#)

Shelter and the Gas Distribution Networks

Shelter and Cadent, Northern Gas Networks, SGN and Wales and West Utilities have formed an important partnership. We are working to prevent homelessness from happening and to support people to thrive in their homes. This includes providing information on safety and responsibilities within the home, advice on available energy support schemes and debt and benefit advice. The partnership will be a lifeline in providing crucial help and support for people who are facing financial difficulties and are worried about how they will keep up with their bills and heat their homes.



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shelter.org.uk

For urgent advice call: 0808 800 4444

Information contained in this factsheet is correct at the time of publication.
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