

Get help with an energy problem

If you're struggling to pay your energy bill or have an energy problem, contact Citizens Advice. They're the official source of free and independent energy advice, and they can refer you directly to the Extra Help Unit service if you need additional support to resolve your energy complaint.



Citizens Advice consumer service

Call:

0808 223 1133

Relay UK:

18001 followed by 0808 223 1133

To speak to a Welsh-speaking adviser:

0808 223 1144

Monday to Friday, 9am to 5pm

Closed on Bank Holidays

Calls are free



citizensadvice.org.uk/energy



Speak to an energy adviser online at
citizensadvice.org.uk/energychat

Monday to Friday, 9am to 5pm

Closed on Bank Holidays

Reducing your bills

You can save money on your energy bills by finding ways to use less energy and improve your home's energy efficiency.



To find out more go to

citizensadvice.org.uk/saveenergy

Energy efficiency for home owners on GOV.UK



gov.uk/improve-energy-efficiency



Call:

0800 098 7950 (England only)

Monday to Friday, 8am to 6pm

Saturday, 9am to 12pm

Closed on Sundays and Bank Holidays

Calls are free

Nest (Wales only)



nest.gov.wales



Call:

0808 808 2244

Monday to Friday, 9am to 6pm

Calls are free



Produced by Citizens Advice and sent to you by your energy supplier to make sure you understand your rights in the energy market. July 2025.