

Know your rights in a changing energy market

Get help with an energy problem

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for your energy. Citizens Advice and Citizens Advice Scotland are the official sources of free and independent energy advice and support for domestic consumers and for small business and microbusiness energy consumers.

Advice Direct Scotland provide free, independent energy advice and support for domestic consumers and for small business and microbusiness energy consumers. They can refer you directly to the Extra Help Unit service if you need specialist support to resolve your energy problem.

If you live in England or Wales:

Go to: **citizensadvice.org.uk/energy**

Or contact the Citizens Advice consumer service:

Call: **0808 223 1133**

Textphone: **18001 followed by 0808 223 1133**

Monday to Friday, 9am to 5pm. Lines are closed on bank holidays.

Calls are free

If you live in Scotland:

Go to: **cas.org.uk**

Or contact Advice Direct Scotland:

Web: **energyadvice.scot**

Call: **0808 196 8660**

Monday to Friday, 9am to 5pm

Calls are free

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](#).

