

# Get help with an energy problem

If you're struggling to pay your energy bill or have an energy problem, contact Citizens Advice in England and Wales, and Advice Direct Scotland in Scotland. These organisations are the official sources 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.

## If you live in England or Wales



[citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)



**Citizens Advice consumer service**

Call:

**0808 223 1133**

Relay UK:

**18001 followed by 0808 223 1133**

To speak to a Welsh-speaking adviser call:

**0808 223 1144**

Monday to Friday, 9am to 5pm

Closed on Bank Holidays

Calls are free



Speak to an energy adviser online at

[citizensadvice.org.uk/energychat](https://citizensadvice.org.uk/energychat)

Monday to Friday, 9am to 5pm

Closed on Bank Holidays

## If you live in Scotland



[energyadvice.scot](https://energyadvice.scot)



**Advice Direct Scotland**

Call:

**0808 196 8660**

Monday to Friday, 9am to 5pm

Calls are free

For British Sign Language Enquiries:

[contactscotland-bsl.org](https://contactscotland-bsl.org)

## 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](https://citizensadvice.org.uk/saveenergy)

### Energy efficiency for home owners on GOV.UK



[gov.uk/improve-energy-efficiency](https://gov.uk/improve-energy-efficiency)



**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](https://nest.gov.wales)



**0808 808 2244**

Monday to Friday, 9am to 6pm

Calls are free

### Home Energy Scotland (Scotland only)



[homeenergyscotland.org](https://homeenergyscotland.org)



**0808 808 2282**

Monday to Friday, 8am to 8pm

Saturday and Bank Holidays, 9am to 5pm

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.