

Get help with an energy problem

If you're struggling to pay your energy bill or have an energy problem, contact **Advice Direct Scotland**. They offer free independent advice on energy billing and supplier issues. They can refer you directly to the **Extra Help Unit** service if you need additional support to resolve your energy complaint.



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

Reducing your bills

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

Home Energy Scotland provides free impartial advice on energy saving and access to funding from the Scottish Government.

To find out more go to:

Home Energy Scotland
(Scotland only)



homeenergyscotland.org



Call:

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.