

Support for constituents this winter

Help and advice from British Gas

Free or subsidised insulation

0800 980 8164

The Energy Company Obligation is a government initiative to make homes warmer and more energy efficient. Your constituents can see if they're eligible to receive free or subsidised insulation by visiting britishgas.co.uk/insulation

£140 rebate on vulnerable customers' electricity bills

0800 294 8604

The Warm Home Discount Scheme offers eligible customers a one-off payment on their electricity bill each year. This winter the payment is £140. British Gas currently has one of the widest criteria of any energy supplier to provide support to a greater number of households.

Grants from the British Gas Energy Trust

01733 421 060

The independent Trust offers face-to-face advice, financial support and grants to help clear energy and household debts. The average grant is around £600 and constituents don't have to be a British Gas customer to benefit.

Dedicated support teams for vulnerable customers

0800 294 8604

Our dedicated support teams help vulnerable customers requiring support with bills and energy efficiency advice. Our teams can discuss a variety of available support including the Warm Home Discount, our Priority Services Register, alternative format communications, meter moves, free gas safety checks and more.

Help and advice from other organisations

Shelter

0808 800 4444

Shelter works to reduce the distress caused by bad housing and inadequate living conditions. The charity provides free, confidential and independent advice to people with all kinds of housing problems. British Gas has a five-year partnership with Shelter to improve standards in privately rented homes in the UK.

Home Heat Helpline

0800 33 66 99

Advice for constituents on how to access support from their energy supplier, including free insulation and the Warm Home Discount. The helpline is run by Energy UK.

Winter Fuel Payment helpline

03459 15 15 15

Provided by the government, the Winter Fuel Payment is a tax-free payment to help older people keep warm during winter. Constituents may qualify if they were born on or before 5th January 1953. It's not means-tested and they can get it if they're working or claiming a benefit.

Energy Saving Trust

0300 123 1234

The Trust provides advice on saving energy and grants to make the home warmer.

Benefit Entitlement Checks

gov.uk/benefits-calculators

This website provides guidance on benefits that your constituents may be able to claim.

Citizens Advice

03444 111 444

Impartial information and advice on energy, debt and managing bills.

Government Tax Credit Line

0345 300 39 00

This phone line offers help with any Tax Credit questions.