

Support for those in energy

Are you struggling to pay your energy bill?

If you are having problems paying your gas and electricity bills, you should address the problem straight away. Electricity and gas debts are classed as priority debts as the energy supplier can cut off your supply.

If you can't make your energy payments you should contact your energy supplier, explain your situation and offer to pay an amount you can afford. All energy suppliers follow a code of practice that means they won't cut off your supply if you agree a payment plan with them and keep to it. A payment plan could include weekly fortnightly or monthly instalments or using a prepayment meter.



What other support is available?

Fuel Direct

If you are struggling to agree or maintain an affordable payment scheme, then Fuel Direct could allow you to make manageable payments directly from specific qualifying benefits that you may receive.

You are only eligible for Fuel Direct if you currently receive one of the following benefits:

- Income-based Jobseekers Allowance
- Employment and Support Allowance
- Income Support
- Pensions Credit

On Fuel Direct, a weekly payment will be made directly to the energy supplier and deducted from the amount of money you receive in benefits. The set amount that is paid for debt recovery is currently £3.70. On top of this, another amount would be taken each week to cover your on-going energy consumption.

Your local job centre can arrange Fuel Direct for you. Generally, if you have a debt of £71 or more (and are in receipt of a qualifying benefit), you can also request that the energy supplier applies for Fuel Direct on your behalf.

Energy Supplier Grants

If you are in debt to your energy supplier, you might be able to get a grant to help pay it off.

The following energy companies offer grants and schemes that are open to anyone:

- British Gas
- EDF
- E.on

These energy companies offer grants specifically for their customers:

- npower Energy Fund
- Scottish Power Hardship Fund
- Ovo Energy Fund
- SSE (Southern Electric) Priority Assistance Fund - check if you're eligible by calling 0800 072 8616

When you apply for a grant, you will have to provide detailed information about your financial situation in your application.

Contact Nest on Freephone
0808 808 2244
to see how we can help you

