



**Help and
Support**

What's in this booklet

This booklet includes information to help you keep your home safe and warm this winter. In case you need it, we also have information on support available from us and other organisations.

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Helping you with your energy bills

If you're struggling to afford your gas and electricity bills, contact your supplier to let them know about your circumstances so they can find a way to help you. Your supplier will help you come to a solution.

If you're a Scottish Gas customer then we've got a team who can help if you're having problems paying your bills. Call them on **0330 808 3880** or visit us online at: britishgas.co.uk/energy/help-with-bills.html

We might be able to:

- Advise you how to reduce the energy you use
- Install a smart meter so you can keep track of your energy use
- Change your tariff or the way you pay, like switching to Direct Debit
- Work out a way for you to pay in instalments
- Check your entitlement to benefits and advise you about support available

Choosing a way to pay that works best for you

There are lots of ways to pay for your gas and electricity to help you manage payments in a way that works best for you.

- **Pay on Receipt:** If you usually pay for your energy when you get your bill and simply can't afford it, let us know and we can find a way to help you. Moving to Direct Debit could save you money. Get in touch to see what you could save if you switch to monthly Direct Debit.
- **Pay As You Go:** A Pay As You Go Meter can help you budget as you pay for your energy before you use it. You'll also benefit from a reduced unit rate and can pay back any balance you currently owe at an affordable rate through the meter. With a Pay As You Go smart meter it's easier to see how much energy you use in pounds and pence and you can top up from wherever you like, whenever you like.

- **Direct Debit:** If you pay by fixed Direct Debit, we will spread your energy costs evenly across the year. You'll typically pay more than you're using in the summer months and less than you're using in the winter. We review your payments to keep you on track and notify you of any changes on your statements at least 14 days before the next payment is taken.

Did you know?

If you've had a message asking you to apply for or contact someone about a payment, this might be a scam. Do not give out private information (such as bank details or passwords), reply to text messages, download attachments or click on any links in emails if you're not sure they're genuine.

Checking if you're entitled to any benefits

Customers sometimes miss out on benefits they could be claiming. We want to make sure that you're accessing any benefits that you might be able to claim. We can also check if the **Fuel Direct** scheme can help you pay a manageable weekly amount straight from your benefits. If you're a Scottish Gas customer, you can contact us to check what you might be eligible for.

Call our Priority Services Team on **0800 072 8625**.

Scottish Welfare Fund: The Scottish Welfare Fund is made up of two different grants. To apply for a grant, you must be 16 or older and on a low income or receiving certain benefits. You can only apply through your local council. There are different grants you can apply for depending on your circumstances and you do not need to pay these grants back. You can apply for a Crisis Grant to help with an unexpected emergency or a Community Care Grant to help you or someone you care for live independently. To find out more please visit: mygov.scot/scottish-welfare-fund

Pension Age Winter Heating Payment: If you're eligible you could receive a payment of between £101.70 and £305.10. Most eligible people will receive the payment automatically and do not need to apply. You'll receive a letter to confirm your payment with letters being sent from November 2025. Social Security Scotland will send the payment to the same account as your State Pension, or any Social Security Scotland benefits you get. A small number of people will need to apply and if your income is over £35,000, HMRC will take your Pension Age Winter Heating Payment back. To find out more please visit: mygov.scot/pension-age-winter-heating-payment

Winter Heating Payment: Some people in Scotland will get a single payment of £59.75 during winter. The winter heating payment will be paid from December 2025. If you get one of the benefits that make you eligible then Social Security Scotland uses your data to decide if you get Winter Heating Payment. This does not depend on how cold it is, and this does not affect any other benefits you may get, such as Winter Fuel Payment.

To find out more visit: mygov.scot/winter-heating-payment

Pension Credit: Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit is separate from your State Pension. You can get Pension Credit even if you have other income, savings or own your own home. Pension Credit opens doors to other support, including the Winter Fuel Payment, help with housing costs, council tax and heating bills. Up to 760,000 households across Great Britain may be missing out on support worth on average over £4,000 a year. To read more about claiming for yourself or a loved one visit: gov.uk/pension-credit

Adult Disability Payment: If you're disabled or have a long-term health condition that affects your everyday life you may be eligible for Adult Disability Payment. To find out more visit: mygov.scot/adult-disability-payment

Payments received through your energy supplier

Warm Home Discount: This government scheme includes a one-off payment of £150 towards your energy bill. If we supply your electricity in Scotland, some customers may need to apply, but others don't. To find out more visit: britishgas.co.uk/warmhomes

- If you receive the Guarantee Credit portion of Pension Credit: The Government decide which customers who receive Pension Credits are eligible, and if you are one of them, will write to you. Payments will be made by 31st March 2026.
- If you don't receive Pension Credits but do get other qualifying benefits: Customers in Scotland who receive other benefits and meet the Government's criteria can apply for a Warm Home Discount payment.

The discount will be added to your electricity account as a credit. If you're one of our Pay As You Go smart meter customers, we'll send it directly to your meter as a credit and send you an email to let you know it's on there. If you don't have a smart meter or we can't get it directly to your meter as quickly as we'd like, we'll send you a voucher to top up from a Post Office. That way you'll still get your discount as soon as possible.





Additional support



Can't top up until tomorrow?

We don't want anyone to stop using energy because they can't afford it. All our Pay As You Go meters have the option to provide £10 of Emergency Credit.

Find out more at: britishgas.co.uk/help-and-support/meters/using-emergency-credit



**British Gas
Energy Trust**

Incorporating the
Scottish Gas Energy Trust

An independent charity offering free and impartial money and energy advice alongside fuel vouchers, white goods, and grants of up to £2,000 to those struggling with energy debt.

To find out more visit:
britishgasenergytrust.org.uk

INCOMEMAX

Experts at helping people get back on track, Income Max help find millions of pounds of unclaimed benefits, grants and other financial help for customers every year.

To find out more visit: incomemax.org.uk or call **0300 777 7772**.

StepChange
Debt Charity

The UK's leading debt charity offers expert advice and fee-free debt management to help you tackle your debts.

For free advice, visit their website: stepchange.org, or call **0800 138 1111**.

**turn
2US**

A national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.

To find out more visit: turn2us.org.uk



To get help or information about your energy supply, from how to switch supplier to what to do if your power cuts out.

Visit: cas.org.uk or call **0800 028 1456**.

Special circumstances at home

If you are living with certain health difficulties, access needs, disability, or find yourself living in challenging circumstances, our **Priority Services Register** may be able to help you.

Let us know about anything that we should take into consideration, such as vulnerable members of your family. We also recognise that people can be vulnerable because of life-changing events such as bereavement, relationship breakdown, job loss, recovery from hospital treatment or living independently for the first time. The more we know about you, the more we can help.

What you get from the Priority Services Register

- **Notice of planned power cuts:** If your gas or electricity is going to be interrupted, your network operator will get in touch in advance and tell you what you need to do. This is important if you rely on medical equipment like a ventilator or a dialysis machine. You'll also get priority reconnection.
- **Braille and audio letters:** If you're an energy or home services customer, we can provide your bills, statements and letters in Braille or large print format, or even on a CD for you to listen to. And we can call you every quarter to talk you through your bills.
- **Free gas safety checks:** If you're a homeowner on means-tested benefits then you may be eligible for a free annual Gas Safety Check of your gas appliances and fittings if you, or someone in your household, is of pensionable age, under the age of 5, disabled or chronically ill.
- **Help reading your meter:** If you're unable to read your meter, and your family or friends are unable to help, we can send someone to take quarterly meter readings for you. If you're nervous about letting a stranger in, you can ask us to use a password, so you know it's us.

- **Free meter relocation:** If you need to switch your gas supply off in an emergency and can't reach the safety valve on your gas meter, we may be able to move your meter for you. If you find it difficult to top up your Pay As You Go meter, we can also fit a smart meter, which allows you to top-up on our website or on our app.

Join our Priority Services Register

To register or to find out more visit:
britishgas.co.uk/priority-service-register

If you'd rather speak to us, please call us between 8am and 6pm, Monday to Friday, or between 9am and 2pm, Saturday, on:
0800 072 8625

If you use **British Sign Language**, we also have a video relay sign interpretation service. Visit **britishgas.co.uk/accessibility.html**

If **English** isn't your first language, you can use **ReciteMe** to allow you to choose the language of our website.



Helping you save energy at home

It's never been more important to understand how energy is used around your home. Your bills are calculated based on the energy you use so making your energy go further will help you save money.

To find out ways to be more energy efficient, go to britishgas.co.uk/ee or call us free on **0800 072 8629**.



Start saving on energy with smart meters

Smart meters are the next generation of self-reading gas and electricity meters that let you see how much energy you are using in pounds and pence throughout the day – so it's easy to keep an eye on how much you are spending.

Book your upgrade here:

britishgas.co.uk/smart-home/smart-meters.html



Free: If you don't already have a smart meter, our trained engineers can install one for free.



Save time: Automatically sends us your meter readings, so you don't have to.



No more estimates: Only pay for the energy you use with automated meter reads.



Make your life easier: Pay As You Go customers can top up anywhere using our app, online, over the phone or in a shop and you can view your balance on your smart energy monitor.



Join our PeakSave scheme: When you have a smart meter, you can join our PeakSave scheme. PeakSavers can earn credit towards bills and access half-price electricity on Sunday.

Simple energy checks at home

If you've got a **smart meter**, your display unit will often have a handy 'energy consumption now' feature hidden in the options. With Scottish Gas you can track your energy use on your smart energy monitor or the interactive online tool, helping you see where you could save energy.

This can help you understand exactly how much energy your different appliances use. Start by switching off anything optional like TVs or ovens to see how much energy your "always-on" devices use. Then switch on different appliances one at a time to give you a good idea of which are the biggest energy-guzzlers in your home.

Get expert advice tailored to your home in under two minutes with our new savings calculator at: britishgas.co.uk/home-services/savings-calculator





Energy-saving tips that don't cost a thing

Here are some energy saving things you can do right now to make your home more energy-efficient – without spending a penny.

1

Turn your thermostat down by 1 degree:

One of the simplest energy saving tips. You might not think such a small amount would make a difference, but going from say 20°C to 19°C can cut your heating bill by 10%. For a 3-bed house, that could be up to £145 every year.



2

Reduce your boiler flow temperature:

Boiler flow temperature is normally set at 70 degrees. Reduce it to 55-60 degrees to save up to 6% on your energy use. Your boiler will work much more efficiently, and you won't even notice the difference.



3

Bleed your radiators: Sounds technical, but it's surprisingly simple and can make your heating more efficient. If you have cold spots on your radiator, bleeding them can help. Find out how: britishgas.co.uk/the-source/fix-it-yourself/how-to-bleed-a-radiator.html



4

Move your furniture away from

radiators: Big items of furniture can stop heat from a radiator reaching the rest of the room. Got a bed or sofa next to a radiator? Move it at least an inch or two away to improve air circulation and you'll find the room gets warm faster.



5

Keep heat in by closing the curtains at

night: Warmth starts to escape from your home when the sun goes down and temperatures start to drop. Closing all the curtains or blinds in your home is a simple but effective way of stopping heat loss.



6

Pick the right hob for the pot:

Choose the ring that's closest in size to the saucepan to minimise energy waste. And consider using a steamer to cook different things on the same ring. If you're looking to replace your hob then induction hobs are the most energy-efficient.



7

Keep the oven closed while cooking:

We all do it sometimes, but when you open the oven door, heat escapes – and the oven needs to use more energy to reach the right temperature again. Getting into the habit of using the oven's window can help save money over time.



8

Use the microwave more to save

electricity: They're not great for everything, but you can't argue with the energy-efficiency of a microwave – using it more is a simple way of saving energy in the kitchen. Air fryers and slow cookers also use less energy than your hob or oven.



9

Defrost your fridge and freezer:

The fridge and freezer are some of the biggest energy users in your kitchen. And they're also working 24 hours a day, unlike other appliances. Regularly defrosting them keeps ice under control and means everything can work efficiently.



10

Try to always wash a full load:

Get in the habit of only using your dishwasher or washing machine when it's full to save energy. In fact, a full dishwasher can be more efficient with water and energy than washing by hand.



11

Use eco mode whenever you can:

Lots of household appliances have eco modes which are designed to use less energy – usually by running at different speeds or lower temperatures. Try using these as your standard option.



12

Wash your clothes at a lower temperature to save energy: Most of us wash at 40°C out of habit, but modern washing powders work well at temperatures as low as 20°C. Why not try making 30°C your standard wash? The lower the temperature, the more energy you'll save.



13

Dry your clothes more efficiently: Tumble dryers are handy but energy hungry. So, dry your laundry outside when you can to save on energy bills. And if you dry on a radiator, hang clothes nearby rather than directly on the radiator.



14

Keep your appliances clean for efficiency: Clean the lint filter of your tumble dryer as often as possible. This will save energy by making sure it runs properly.



15

Switch off lights: Little things can really add up when saving energy over the long term. Leaving a light on in an empty room won't cost you much, but always remembering to switch them off when you leave a room can help bring your annual electricity bill down.





Helping you stay safe

Sometimes old gas boilers, appliances and damaged pipes can cause gas or carbon monoxide leaks. Here's what you need to know, plus a few ways you can keep your supply safe.

What is carbon monoxide?

Carbon monoxide is a poisonous gas that is made when you burn fuels like wood, oil or gas without enough air around them. This could happen in a broken boiler or fireplace.



How can I tell if it's carbon monoxide?

Carbon monoxide is odourless, tasteless and invisible, so it's difficult to detect. Here are some things you should look out for:

- Stains, soot marks or discolouration on or around your gas boiler
- Condensation or smoke in the room the appliance is in
- A pilot light that goes out a lot
- A pilot light that doesn't burn blue – if it's yellow or orange, carbon monoxide might be present

Carbon monoxide poisoning feels a bit like flu. The symptoms include headaches, dizziness, confusion and extreme tiredness. If you or anyone in your home shows any of these symptoms, you need to see a doctor immediately.

Staying safe

- **Gas Safety Checks:** Scottish Gas can check your gas appliances are safe with our Gas Safety Check. If you'd like someone else to carry out repairs, make sure they're Gas Safe registered. You can check they're qualified at: gassaferegister.co.uk
- **Carbon monoxide detectors:** These set off an alarm if they detect a dangerous amount of carbon monoxide. Before you buy one, make sure it complies with 'BS EN 50291: 2010' and carries one of these signs:  
- **Ventilation:** Remember to keep vents in doors, walls and windows clear, and make sure your chimney isn't blocked by bird nests or debris.



Did you know?

If you live in rented accommodation, it's your landlord's responsibility to make sure your gas appliances get checked every year.



Worried about gas?

Call the National Gas Emergency Services 24/7 on
0800 111 999

Contact us



If it's an emergency

For gas leaks, call **0800 111 999**

For power cuts, call your local electricity network operator
– you'll find their number on your electricity bill.

Live Chat

For the fastest response, please visit our website to use our 24/7 virtual assistant.

Our advisors are here **Mon-Fri: 8am-8pm, Sat: 9am-5pm**

britishgas.co.uk/help-and-support/contact-us

Energy Customers

To speak to our advisors about your gas or electricity, our advisors are here **Mon-Fri: 8am-6pm, Sat: 9am-2pm**

Call wait times are often longer, for a quick response chat to us online. Call us **0330 808 3880**

Home Services

For customers with HomeCare, or other repair and cover our Home Services advisors are here **Mon-Fri: 8am-8pm, Sat: 8am-6pm**

For emergencies with your boiler we're here 24/7.

Call us **0333 009 5784**

Calls are recorded for training and monitoring purposes.

Make a complaint

You can quickly and easily tell us about your complaint online. Please go to: britishgas.co.uk/complaints.html

We'll give your complaint our full attention and keep you up to date with progress. It's important to us that we resolve the issue for you as quickly as possible.

If after that, you're unhappy with the outcome or it's taken us longer than eight weeks to reach a solution, you have the right to take matters further. We work with a number of ombudsman services and dispute resolution providers who will consider complaints about our range of service, products and financial services matters.

HIVE

Power is getting the
sun to work for you
Know your power

hivehome.com



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All the information in this leaflet was correct when we printed it.
