



## Gas and Electricity

The Energy cap changes every quarter. It is important to note that the cap is on the unit price of electricity that providers can charge not a maximum cost of a bill. If you use more you will be charged more.

Extra payments to those on certain benefits and for pensioners will likely continue. Further advice specific to the energy is available and we recommend the **Martin Lewis Money Saving Expert site** and the **Home Energy Scotland site** for the most up-to-date and easy-to-understand advice.

It is also worth noting that Energy suppliers must issue a credit to prepayment customers so that their meters don't run out if they are temporarily unable to afford to top up, have mobility problems, or are self-isolating due to coronavirus. Talk to them if you find yourself in this position.

**If you're in a difficult financial situation and have problems paying your bills, you should contact your supplier immediately. They will be able to provide you with solutions to help.**

SCARF is a tremendous local charity that will help with energy bill issues, call 01224 213 005 or email [info@scarf.org.uk](mailto:info@scarf.org.uk)

The Aberdeen city council Financial Inclusion team is also available [contact them](#).

### General tips during winter

- It may help to top your meter up with extra money whenever you can to build up plenty of credit in case you have to self-isolate at a later date or become ill.
- If you or anyone in your home has any underlying health conditions, you should also contact your energy supplier to let them know. They will add you to the Priority Service Register, which will give you extra support should you need it.
- Leave your external meter box unlocked so family or friends can use your key to top up if you are self-isolating. This would also help if your supplier needs access to the supply.
- Never use a card belonging to someone else. Only use the card registered to your home, if you have problems with your meter contact the supplier immediately

# Advice for billing and Direct Debit customers

- If tenants are experiencing difficulty paying bills or keeping up with Direct Debit payments, they should call their supplier as soon as possible to see what assistance they can offer. This may be in the form of deferring Direct debit payments and putting accounts on hold but will vary with different suppliers.
- Suppliers are keen to identify households that have vulnerabilities so they can support them and add them to the Priority Service Register. This is particularly important for tenants who are at risk of going off supply.
- It is important that if you are experiencing difficulties with your energy supply, to get in touch with your energy supplier as soon as possible. This may prevent emergency measures from needing to be carried out and is easier for your supplier to assist. Recovery letters and notices that are auto-generated will still be sent out and if you receive one, then phone your supplier at the earliest opportunity. Do not wait - they are there to help.

**Talk to your Housing Officer, who is able to point you to organisations which can help. Castlehill's Care and Repair department can help you do a benefits check and talk to you about Smart Meters which can help keep on top of energy cost and can be installed free by your energy provider.**

The main energy suppliers and their contact details are listed below. Many of these suppliers have a live chat option on their website if you have no phone credit.

## **SSE**

0345 026 2658 – Customer service

Website – <https://sse.co.uk>

## **EDF**

0333 200 5100

Website –

<https://www.edfenergy.com>

## **Utilita**

0345 2068 333

Website – <https://utilita.co.uk>

## **Octopus**

0808 164 1088

<https://octopus.energy/>

## **Scottish Power**

0800 0270072

Download the app or visit the online support centre

<https://community.scottishpower.co.uk/>

## **Scottish/ British Gas**

0220 100 0303

Website – <https://www.britishgas.co.uk/>

## **OVO**

0330 102 7517

<https://forum.ovoenergy.com/>

## **Npower**

0330 100 3000

Website – <https://www.npower.com>  
text phone 0800 413 016

## **EON**

0345 303 3040

Website – <https://www.eonenergy.com>