

What support is available for vulnerable customers this winter?



britishgas.co.uk


British Gas
Looking after your world

Support from British Gas

British Gas has spent more than £500 million supporting our vulnerable customers over the past three years – more than any organisation in Britain, bar the UK Government. In the first half of 2013 alone British Gas spent a total of £51 million on elderly, disabled and most in need customers.

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. Constituents can see if they're eligible to receive free or subsidised insulation by visiting britishgas.co.uk/eco. Help is also available through the government-backed Green Deal initiative.

Free insulation and £50 worth of vouchers – 0800 787 0290

Your constituents will receive £50 worth of Marks and Spencer vouchers for referring anyone on qualifying benefits who is in need of free insulation. As well as getting free insulation the person referred will receive £50 too – and they don't even have to be a British Gas customer.

£135 rebate on vulnerable customers' electricity bills – 0800 072 8625 | 0800 294 8604 (PAYGE customers)

The WHD offers eligible customers a one-off payment on their electricity bill. For winter 2013/14 this will be £135. British Gas uses the widest set of criteria of all the energy suppliers in determining eligibility. This winter, eligible British Gas customers will also receive an extra £20 electricity rebate, plus a gas rebate of £40.

Grants from the British Gas Energy Trust – 01733 421 060

The Trust offers face-to-face advice, financial support and grants to help clear energy and household debts. The average grant is around £530 and constituents don't even have to be a British Gas customer to benefit.

Dedicated support teams for vulnerable customers – 0800 072 8625 | 0800 294 6904 (PAYGE)

Our dedicated support teams help vulnerable customers requiring support with bills and energy efficiency advice. Our teams can discuss a variety of services including the Warm Home Discount, our Priority Services Register, alternative format communications, meter moves, free gas safety checks and much 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. Shelter provides free, confidential and independent advice to people with all kinds of housing problems. British Gas has embarked on a 5 year partnership with Shelter across Britain aiming to improve the conditions of 1 million homes.

Home Heat Helpline – 0800 336 699

Advice for constituents on how to access support from their energy supplier, including free insulation and the Warm Home Discount.

Winter Fuel Payment Helpline – 08459 151 515

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 July 1952. It's not means tested and they can get it if they're still working or claim a benefit.

Energy Saving Trust – 0300 123 1234

Advice on saving energy and grants to make the home warmer.

Benefit Entitlement Checks – gov.uk/benefits-adviser

Advice for constituents on the benefits they may be entitled to if they have a carer or have a disability.

Citizens Advice – 08454 04 05 06

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

UK Government Tax Credit Line – 0345 300 3900

Help with any Tax Credit questions.

Casework Hotline

If you have a casework issue with a British Gas customer then please call our casework team on **0800 072 8855**, email executiveoffice@britishgas.co.uk or write to them at **British Gas Executive Office, 30 The Causeway, Staines, Middlesex TW18 3BY**