

# Know your rights in a changing energy market

## Getting advice

It's easy to get free, independent advice about your energy supply. You might want to get a better deal, find out how to make a complaint or ask for help if you're struggling to pay your bills.

Visit: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

Or contact the Citizens Advice consumer service:

03454 04 05 06

Mon to Fri

9am-5pm

Textphone:

18001 followed

by 03454 04 05 06

Citizens Advice  
consumer service  
Second Floor  
Fairfax House  
Merrion Street  
Leeds LS2 8JU

## Reducing your bills

If you just want to pay less without switching supplier, there are lots of things you can do to save money, from making sure you are paying the lowest price to taking steps to reduce your energy use. You may be eligible for help from the Government to make your home more energy efficient and save money on your bills. Find out about the Government schemes by visiting: [gov.uk/energy-grants-calculator](https://gov.uk/energy-grants-calculator)

Or contact:

**Energy Saving Advice Service**  
(England and Wales)

- 0300 123 1234
- Lines open: Mon to Fri, 9am-8pm
- Textphone: 0208 747 3375
- [energysavingtrust.org.uk](https://energysavingtrust.org.uk)

**Nest** (Wales only)

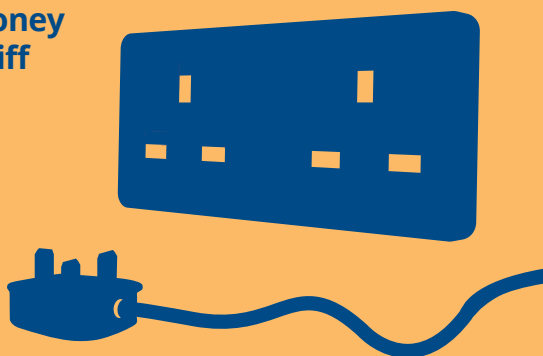
- Welsh Government Warm Homes
- Nest scheme
- 0808 808 2244
- Lines open: Mon to Fri, 9am-6pm
- [nestwales.org.uk](https://nestwales.org.uk)

**Home Energy Scotland**  
(Scotland only)

- 0800 512 012
- Lines open: Mon to Fri, 8am-8pm
- and Sat, 9am-5pm
- Textphone: 18001
- followed by 0808 808 2282
- [energysavingtrust.org.uk/contact-us-scotland](https://energysavingtrust.org.uk/contact-us-scotland)

## Take control and get a better energy deal

Want to save money  
by switching tariff  
or supplier?



Check out our price comparison tool  
[energycompare.citizensadvice.org.uk](https://energycompare.citizensadvice.org.uk)

**citizens  
advice**

**citizens  
advice  
scotland**