

Energy Advice - Information for Local Residents

With the current changes occurring with suppliers and the ever increasing cost of gas and electricity, we understand that you might have worries or concerns about what to do for the best.

Our Energy Advice service offers free, independent information and advice about energy bills, suppliers, tariffs, arrears, how to save money and much more.

To access help from the Energy team, you can make a self-referral by completing an online enquiry form on our homepage at citizensadvice.lancashirewest.org.uk or calling us on 0808 278 7880

Alternatively, if you have a support worker, housing officer or working with a support service, with your consent they can make a referral for you.

Information and advice we can help with:

Maximising income

- Comparing tariffs/suppliers
- Switching - to make sure you're on the best money saving tariff
- Understanding energy bills - estimates v. actual readings
- Billing options to assist with budgeting
- Benefit checks to ensure you have access to all you're entitled to
- Check Warm Home Discount eligibility and assist with applying
- Assist with other grants, eg. for energy efficiency
- Energy-saving actions, to help reduce your energy bills

Resolving Issues with suppliers

- Being moved suppliers after the current supplier has ceased trading
- Installation, supply and readings for Smart meters
- Negotiating repayment of arrears
- Advice about moving from Prepayment Meters (PAYG) to Credit meters
- Assisting with emergency credit from suppliers
- Advocating for clients where supplier relationship breakdown has occurred
- Investigate and assist with applications for grants to help pay off energy debt and make referrals for additional support
- If you're eligible, ensure you're on your supplier's Priority Service Register
- Helping to make a complaint and escalate unresolved complaints to the Energy Ombudsman
- Raise awareness of the United Utilities Priority Service Register

Our service is free, independent, confidential and impartial

