

ENERGY SERVICES DURING THE CORONAVIRUS OUTBREAK

The government has launched an emergency package with energy suppliers to ensure no-one faces any additional hardships in heating or lighting their home during the coronavirus outbreak.

This package covers both credit and prepayment meter customers – and it includes a range of options from debt repayment plans to hardship funds where necessary.

For more information on the package put forward by the Government and what Ofgem, the industry regulator, is doing during the outbreak, visit [Ofgem.gov.uk](https://www.ofgem.gov.uk).

- All providers advise that those self-isolating, where possible, should ask family or friends to top-up for them.
- Ensure that you clean your card to reduce the risk of infecting anybody.
- Leaving your home to top up is considered an essential reason to leave your home.
- Providers should only be contacted in an emergency, most of them advise that they will disconnect a call if it proves to be a non-emergency call.
- The Government has asked Energy Suppliers not to disconnect any customers on a Credit Meter during the Coronavirus breakout.

BIG 6 ENERGY SUPPLIERS – GAS & ELECTRIC

PROVIDER	CONTACT INFO	PRE-PAYMENT METERS	PRE-PAY OUTLETS	SMART METER	DD / BILL	ADDITIONAL COMMENTS
BRITISH GAS	0330-100-0303 Mon-fri - 9am-5pm www.britishgas.co.uk/covid19 https://www.britishgas.co.uk/help-and-support/bills-and-payments/help-if-youre-struggling-to-pay	struggling to top-up 0333-202-9802 Mon-fri – 9am-5pm	POST OFFICE Location & opening times www.postoffice.co.uk PAYZONE Location & opening times www.payzone/customer.s.co.uk Automated – 0333-202-9612	Top up online or download the British Gas app. Struggling to top-up 0333-202-9802	Discuss options with British Gas or visit their website.	Advises customers to download the app. British gas will start contacting its most vulnerable customers soon. They will also be sending out pre-loaded smart cards and keys to customers that they already know are medically vulnerable, which is based on information they have previously received from the customer.
EDF	0333-200-5110 www.edfenergy.com/coronavirus-advice	Not able to charge your key/card 0333-200-5110	PAYPOINT	Automated payment line 0333-200-5108	Struggling to pay your bill? 0333-200-5110	Requests that customers manage their account either online or download the

					EDF have developed measures to help, which is assessed case by case.	app, where possible.
OVO	0330-303-5063 www.ovoenergy.com/coronavirus.com email: hello@ovoenergy.com Twitter.com/ovoenergy	No info available	No info available	Self Service rewards – meter readings needed Feed in Tariff, to avoid losing credit, provide meter readings.	Struggling to pay? 0330-303-5063	Advises to download their app. Submit meter readings online, if difficulties doing this contact OVO, email or twitter.
E.ON	0345-303-3040 www.eonenergy.com/coronavirus-update.html	GAS – extended credit from 5.00 to 50.00. ELECTRIC to follow, check website for updates. Credit will need to be paid back Emergency credit will be sent to the last place that you topped up. You need to go there and top up by a minimum of 1.00. The credit should be transferred; however,	POST OFFICE PAYZONE PAYPOINT	Struggling to pay, contact Eon	Struggling to pay, contact Eon.	Advises customers to register their account either online or download the app.

		<p>you may have to do up to 3 visits.</p> <p>Once the credit is on your card, you need to insert your card into your meter in order to enable it to register.</p>				
NPOWER	<p>Loss of supply 0800-073-3000</p> <p>Mon-fri 8am-8pm Saturday 8am-6pm</p> <p>Out of hours 0800-048-0540</p> <p>www.Npower.com/help-and-support/coronavirus/prepayment</p>	<p>Maximum top-up is 49.00.</p> <p>Emergency credit increased from 7.00-45.00 for gas only, and can be picked up when you next top-up.</p> <p>This will shortly be in place for electricity.</p> <p>This will have to be paid back, including any charges.</p>	POST OFFICE PAYZONE PAYPOINT	Struggling to pay, contact Npower.	Struggling to pay, contact Npower.	Hardship cases looked at individually, case by case.
SSE	<p>www.communityscotishpower.co.uk</p> <p>at risk of losing supply 0800-027-0072 or email Contactus@scottishpower.com</p>	<p>Maximum top-up is 49.00.</p> <p>You can do this multiple times if you wish to add more.</p>		Maximum 200.00	DD – info will be released about support services such as flexi payments, reduced DD, payment holidays. Check website for updates.	Priority Services Register. If you think you are eligible you can request to be added to it.

Priority Services Register for people in need

Mae'r dudalen yma ar gael yn [Gymraeg](#).

The Priority Services Register (PSR) is a free service provided by suppliers and network operators to customers in need. Here we explain the help available to you if you sign up.

Who can sign up to the Priority Services Register?

You can receive the services available if you:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing or visual impairment or additional communication needs
- are in a vulnerable situation.

Each energy supplier and network operator maintains its own register.

Vulnerable situations

A wide range of circumstances could be deemed vulnerable situations when determining PSR eligibility. Examples include:

- customers with certain mental health conditions which impact on them understanding their bill
- customers who cannot top up their pre-payment meter due to injury
- temporary circumstances where a customer needs extra support for a limited amount of time.

Living with children under five

If you live with a child aged under five, network operators also offer priority services relevant to your needs. You may also be eligible for priority services from your supplier if you live with a child aged under five. Contact them to find out about the services they provide.

Help you can get through the Priority Services Register

If you register as a priority services customer, you may be eligible for free services including:

- Advance notice of planned power cuts. If you are medically reliant on your supply you can arrange for the company that runs your local network (the network operator) to give you advance notice of planned power cuts (for example, where they plan to carry out engineering work).
- Priority support in an emergency. This could involve your local network operator providing alternative heating and cooking facilities in the event of supply interruption.
- Identification scheme. This is to reassure you that callers, for example meter readers, are genuine. Suppliers have to provide additional support to help you identify someone acting on behalf of their company, such as arranging a password or showing an agreed picture card upon visit.
- Password protection. Network operators must offer to agree a password with you (or your representative) that can be used by any representative of the company to enable you to identify them.
- Nominee scheme. Customers can ask their supplier to send communications (such as account statements or bills) to someone you have nominated (for example a family member or carer) who has agreed to receive them.
- Arrangements to ensure that it's safe and practical for you to use your prepayment meter. For example moving a prepayment meter if you are unable to access it safely to top it up.
- Meter reading services at appropriate intervals. If no person occupying the premises is able to read the meter and there isn't anyone else that the customer can nominate to read the meter on your behalf, your supplier may be able to read it for you.
- Accessible information. Account and bill information in an accessible format, for example in larger print or braille.

Your supplier or network operator may also offer you other similar services relevant to your needs where it is reasonable to do so.

How to sign up to the Priority Services Register

To be added to the Priority Services Register, you simply need to contact your energy supplier. You can find their contact details on your energy bill, or if you don't have this to hand, see [Who is my gas or electricity supplier?](#) You can ask your supplier to pass your details on to your network operator, especially if you are dependent on your supply for medical reasons.

If you have a different supplier for your gas and electricity, you need to contact them both. If you switch supplier, you'll need to register for the service again with them.

Similar support services

Suppliers provide free gas safety checks (eg for appliances such as a gas boiler) for homeowners and are available once every 12 months. You are eligible for this service if you are in receipt of a means-tested benefit and live with a child under five.

You are also eligible if you are in receipt of a means-tested benefit and:

- are of pensionable age, disabled or chronically sick and live alone, or
- are of pensionable age, disabled or chronically sick and live with others who are all of pensionable age, disabled, chronically sick or under 18.

If you're eligible and haven't had a gas safety check in the last 12 months, contact your supplier to request it.

If you do not own your own home, your landlord is normally responsible for ensuring that your gas appliances are safe. For further information on what your landlord's obligations are, please see the [Health and Safety Executive website](#).

Free services similar to the Priority Services Register are available in the water, phone and public transport sectors. Some energy companies and network operators have agreed to work together with water companies to jointly signpost the extra help you can access for water and energy. We're encouraging all energy companies to do this.