



Help with utilities

During this time people maybe in hardship financially and may be having difficulties paying bills, there can additionally be complications paying for top-up utility tariffs, this could again be because of financial constraints, or might be because people can't leave their house to physically purchase top-ups.

Utility companies should be the first point of call for residents in difficulty, but as a volunteer it might be required that you top-up pre-paid utility cards, this could be in conjunction with helping with groceries. The shopping guidance should be followed if this is the case.

Government advice - [link](#)

“New emergency measures with the energy industry have been agreed by the government to protect the domestic energy supply of those most in need during the disruption caused by COVID-19.

From today [19th March 2020] customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to keep them supplied. This will benefit over 4 million customers.

This could include nominating a third party for credit top ups, having a discretionary fund added to their credit, or being sent a pre-loaded top up card so that their supply is not interrupted.

More broadly, any energy customer in financial distress will also be supported by their supplier, which could include debt repayments and bill payments being reassessed, reduced or paused where necessary, while disconnection of credit meters will be completely suspended.”

Providers stance

Supplier	Coronavirus advice	Pre-paid advice	Contact details
British gas	Their website states that credit customers (those without prepaid meters, so pay via a quarterly bill by direct debit etc.) will not be cut off during the COVID-19 crisis.	The medically vulnerable should make themselves aware to British gas and pre-paid cards will be sent out to them automatically.	Coronavirus advice Phone no: 0330 100 0303 Smart top-up link
SSE	If the customer is struggling to pay their bills due to coronavirus they should call their emergency number, each case is dealt with on an individual basis.	.	Coronavirus advice Emergency no: 0345 070 7373
E.ON energy	E.ON energy state that no one will be cut off from their energy at this time due to a bill not being paid. There is no need to call regarding financial hardship at this time. This is to help them deal with an increase in demand.	<p>If a customer with a classic prepayment meter is self-isolating and is anticipating problems topping-up, they ask you to get in touch with us to see how they can help.</p> <p>They've upped the pre-paid gas meter emergency limit from £5 to £50 and are working on a solution for their electricity meter.</p>	Pre-paid link Customer helpline: 03545 052 000
EDF energy	EDF energy is offering additional support and flexibility where needed. Each case will be looked at on an individual basis, but the extra support may include repayments made over a longer	Customers with pay as you go (prepaid non-smart meters) are to ask friends and family to help if self-isolating. If this is not possible then call them and they will help..	Coronavirus advice Helpline: 0800 269 450

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	period of time, delay payment for a short period or offer alternative payment arrangements.		
Scottish Power	<p>If their customers are struggling to pay, they shouldn't cancel their direct debit unless no other option. Customers can change their direct debit to a more manageable amount via their online account.</p> <p>Customers should call them if they are at risk of being cut off.</p>	Customers with pay as you go (prepaid non-smart meters) are to ask friends and family to help if self-isolating. If this is not possible then call them and they will help..	<p>Coronavirus advice</p> <p>Emergency no: 0800 027 0072.</p> <p>Pre-paid meter no: 0800 027 0072</p>
Npower	Npower reassure their credit customers that they will not cut them off due to non-payment during this period. If they are struggling to pay call them.	<p>No info stated.</p> <p><i>We recommend calling Npower if in difficulties.</i></p>	<p>Website</p> <p>Call centre: 0800 073 3000</p>
Bulb	<p>They've taken extra measures to help members manage their payments during this unusual time. You can ask them to:</p> <ul style="list-style-type: none"> • delay your payments if you're unable to pay • reduce your payments while you're not working 	<p>A top-up meter allows you to borrow credit in case of emergencies. It makes sure your home has electricity or gas until you're able to top up. The amount of credit available is: £5 for Electric and £10 for gas.</p> <p><i>We recommend calling Bulb if in difficulties.</i></p>	<p>Coronavirus advice</p> <p>Bulb Customer Services: 0300 303 0635</p>

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Octopus	Octopus energy has stated: 'During the Coronavirus period, we won't start debt collection, or disconnect any credit meters, for customers who let us know they need help.'	If you can't top up for any reason, they recommend asking friends, family or neighbours to top up for you as a first port of call. If this isn't possible just get in touch and we'll help.	Coronavirus advice Customer service: 0808 164 1088
Ovo energy	Ovo energy state: 'If you can't pay for your energy, please contact us and we'll do everything we can to work out a manageable plan for you.'	No info stated. <i>We recommend calling Ovo energy if in difficulties</i>	Coronavirus advice Helpline: 0330 303 5063
Utilita	Utilita state: 'We know coronavirus may impact your financial situation. The government has shared advice on how to claim benefits during the coronavirus outbreak. For more information, please visit the gov.uk website '		Coronavirus advice Call centre: 0345 207 2000
Utility warehouse	Utility warehouse states: 'We understand this is a difficult time for our Members. If you are experiencing financial difficulty paying your bill, please contact us	Utility warehouse state: 'If you're a prepayment customer, we're writing to you separately with advice on how to manage your energy supply and other support.'	Coronavirus advice Contact no: 0333 777 0777

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	on 0333 777 0777 to discuss your situation.'		
Avro energy	None available <i>We recommend contacting Avro energy if in difficulties</i>	None available <i>We recommend contacting Avro energy if in difficulties</i>	Call centre: 0330 058 2005 Email: support@avroenergy.co.uk https://www.avroenergy.co.uk
Green Network Energy	Green network energy states: 'Please contact us if you are struggling to pay your energy bills due to the coronavirus outbreak. Our specialist payment teams will work with you to find the best solution to help you with your energy payments.'	Green energy advise asking friends and family for help in the first instance, but contacting them if this isn't possible.	https://greennetworkenergy.co.uk/coronavirus-advice-customers/ Call centre: 0800 520 0202 You can get in touch by filling out their online form .