



Telephone Energy Advice Service

THE GREEN DOCTOR SERVICE CAN HELP YOU BY PROVIDING:

- Advice on tariff comparison & switching to find the best energy deal
- Emergency support with no heat situations e.g. broken boiler
- Issues with energy suppliers including billing, debt, meter connection & access to emergency top-ups for those isolated on Pre-Paid Meters
- Ensuring vulnerable people are on the Priority Services Register
- Energy efficiency advice around the home / how to use heating controls effectively
- Water support - social tariffs, billing & debt issues
- Advice on damp/mould & condensation
- Signposting to local sources of help e.g. mental health services, food delivery etc.

TO ARRANGE A FREE GREEN DOCTOR TELEPHONE ENERGY ADVICE CALL PLEASE CONTACT:

FREEPHONE:0808 168 3547 OR 0113 238 0601

EMAIL:greendoctorleeds@groundwork.org.uk

www.thegreendoctors.org @TheGreenDoctors

Energy Supplier - General Information - Covid 19

Energy bills:

Under these exceptional circumstances, suppliers are aware that more customers might be struggling and, in particular, those in vulnerable circumstances or customers with prepayment meters may need extra support with repayments or topping up meters. If you are struggling, please contact your supplier although do bear in mind that call centres are likely to be busier than usual. Support could include debt repayments and bill payments being reassessed, reduced or paused where necessary on a case by case basis.

Customers on prepayment meters:

You should get in touch with your supplier if you are self-isolating and are unable to top up your meter. Support in place to ensure customers stay connected could include asking someone to top up your card for you, having a discretionary fund added to your meter, or being sent a pre-loaded top up card. If you have a smart prepayment meter, remember you can top up remotely.

Customers in vulnerable circumstances:

If you're struggling with your bills please get in touch with your supplier. Any of us can become suddenly vulnerable and suppliers are aware that under these exceptional circumstances an increasing number of customers could potentially need additional support. Suppliers will try to prioritise customers in vulnerable circumstances.

Customers on credit meters:

No credit meters will be disconnected during the outbreak. If you think you can't afford to pay for any extra gas or electricity used because you're having to self-isolate at home, support will be available through your energy supplier. Your supplier must take into account how much you can afford, and will explain your options.

Contacting your supplier:

Be aware that suppliers' phone lines could get busy with longer than usual waiting times – due to staff shortages and/or high volumes of customers trying to get through. Where possible please try online options – through your supplier's website, app, email or social media. Many of these channels will be able to help with queries, leaving phone lines free for urgent enquiries.