



# Ways we can help

Making your energy easy

# What's in this booklet

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This booklet includes information to help you keep your home safe, warm and working. There's support available from us as well as other organisations. We update and send the information in this leaflet to our customers every year.

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# What we can do for you

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**We want to make managing your gas and electricity as easy as we can. There are lots of ways we can help.**

## Helping to make your home more energy efficient

Save money by making your energy go further, from getting energy efficiency advice to changing your heating settings. Go to [britishgas.co.uk/ee](https://britishgas.co.uk/ee) or call us for free on **0800 072 8629\*** to find out more.

## Checking if you're entitled to any benefits

Sometimes our customers are missing out on benefits they could be claiming. We can check that for you. For more information, call our Priority Services Team on **0800 072 8625\***.

If you're disabled, or care for someone who is, you can also call the Disability Living Allowance helpline on **0345 712 3456**. If you have a textphone, the number's **0800 121 4523**.

## Smart meters can make life easier

Smart meters are gas and electricity meters that make your life easier. They'll automatically send us your meter readings, so you don't have to. They come with a smart energy monitor that shows you how much energy you are using in pounds and pence. You'll be able to access the British Gas interactive online tool to see how you're using your energy.

Pay As You Go customers can top up anywhere using our app, online, over the phone or in a shop and you can view your balance on your smart energy monitor.

## Arranging an interpreter

If English isn't your first language, we'll do our best to find an interpreter who can help.

## Video Relay Service for British Sign Language users

We have partnered with SignVideo to offer a Video Relay service for BSL users. The service is free to use and is available Monday to Friday 9am-5pm. Visit [britishgas.co.uk/accessibility.html](https://britishgas.co.uk/accessibility.html) to use the service.



## Helping you with your energy bills

If you're having problems paying your bills, talk to us. We've got a team who can help: call them on **0333 202 9804\*** If you have a textphone, the number's 18001 0800 072 8626.\*

We might be able to:

- Work out a way for you to pay in instalments
- Change your tariff or the way you pay, like switching your bills to Direct Debit
- Fit a Pay As You Go meter
- Take payments straight from your benefits under the government's Fuel Direct scheme
- Install a smart meter so you can keep track of your consumption
- We can advise you on how to make your energy go further with energy efficiency tips
- Let you know how the British Gas Energy Trust and other organisations may be able to help you.

You can talk to other organisations as well. Citizens Advice gives free advice at **[adviceguide.org.uk](https://www.adviceguide.org.uk)** or you could try speaking to a debt charity like StepChange Debt Charity on **0800 138 1111**.

# Additional support

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## The Warm Home Discount scheme

This government scheme includes a one-off payment towards your energy bill. To find out if the scheme is available and if you're eligible, visit **britishgas.co.uk/warmhomediscount** or call **0800 072 8625**\*. It's **0800 294 8604**\* if you're a Pay As You Go Energy customer.

## The British Gas Energy Trust

This independent charity may give a grant to help people pay their energy bills. Go to **britishgasenergytrust.org.uk** for more information, or call them on **01733 421 060**.

## Citizens Advice

Get help or information about your energy supply, from how to switch supplier to what to do if your power's just failed. Find them online at **citizensadvice.org.uk/energy** or call **0345 404 0506**.

## StepChange Debt Charity

Visit their website at **stepchange.org**, or call them on **0800 138 1111** for free debt advice.

## Your water company

If you're struggling to pay your water bills or need some more support, get in touch with your water company for more information.

# If you need a bit more support

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The Priority Services Register (PSR) is for people who need a bit more help from us, or different services, and it's completely free. It tailors to your needs, so if you need your bill in a different format like Braille, or you'd like a hand with meter readings, it's a good idea to register.

## Who can sign up?

You can sign up if you or someone in your household is:

- Of pensionable age
- Disabled
- Chronically sick

Or if there are children aged five and under living with you.

We also recognise that people can be vulnerable because of life-changing events such as bereavement, relationship breakdown, job loss, recovery from hospital treatment or living independently for the first time. If you'd like to join the register for any of these reasons then please let us know.

## We've signed up to the PSR promise

This has been made by all participating energy companies in the UK. We'll only share details about your personal situation as agreed with you so that our trusted partners can tailor their services to help you, and you'll get extra support when you need it. We'll always follow privacy laws and your PSR information will never be used for marketing. Once you've joined we may contact you to make sure your details are accurate and up to date. If your situation changes, or you don't want to be on the PSR anymore, just get in touch and we'll update your details.

## How to join

Call us on **0800 072 8625\***, or **0800 294 8604\*** if you're a Pay As You Go customer. If you have a textphone, the number's **18001 0800 072 8626\***. If you use British Sign Language, we also have a video relay sign interpretation service. Visit [britishgas.co.uk/accessibility.html](http://britishgas.co.uk/accessibility.html) for more information.

**Did you know?** If you live in rented accommodation, it's your landlord's responsibility to make sure your gas appliances get checked every year.

## What you get from the Priority Services Register

### **We'll let you know in advance about any planned supply interruptions**

If your gas or electricity is going to be stopped, your network operator will get in touch beforehand and tell you what to do. Your network operator is the company that manages your supply but not your bills. You'll also get priority reconnection.

### **Free annual gas safety checks**

You may be eligible for a free annual check for your gas appliances if you:

- Live alone, or with other people, and you're all eligible for a pension, disabled, chronically sick or under 18
- Live with a child under five years old

You'll need to meet certain conditions, including being a homeowner and on means tested benefits.

### **We'll send your information in a format that suits you**

We can send bills, letters and information in large print, Braille or on CD. And we can call you every quarter to talk you through your bills, if that's helpful.

### **We'll talk to someone else about your account, if you prefer**

You can nominate someone you trust to handle your account for you or support you in the setting up of a Power of Attorney.

### **We'll help you with meter readings**

If there's no one who can help you read your meter, we'll send someone to do it for you.

### **We'll give you your own personal password**

You can ask us to use a personal password whenever anyone from British Gas comes round to your home. That way, you can be sure they really are who they say they are.

### **We can move your meters**

We can look at moving your meters for free if you:

- Can't reach the safety handle on your gas meter
- Can't get to your Pay As You Go meter to top it up

We won't move them just because you think they'd look better somewhere else. And we'll need to come and do a site survey, to look for the lowest cost option to move them somewhere handy.

# Helping you stay safe

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Sometimes old gas boilers, appliances and damaged pipes can cause gas or carbon monoxide leaks. Here's what you need to know, plus a few ways you can keep your supply safe.

## What is carbon monoxide?

It's a poisonous gas. When you burn fuels like wood, oil or gas without enough air around them, they make carbon monoxide. This could happen in a broken boiler or fireplace.

## How can I tell if it's carbon monoxide?

Carbon monoxide is odourless, tasteless and invisible, so it's difficult to detect.

Here are some things you should look out for:

- Stains, soot marks or discolouration on or around your gas boiler
- Seeing a lot of condensation or smelling smoke in the room the appliance is in
- A pilot light that goes out a lot. Also, pilot lights should burn blue – if it's yellow or orange, it's a sign that carbon monoxide might be present

Carbon monoxide poisoning feels a bit like flu. The symptoms include headaches, dizziness, confusion and extreme tiredness. If you or anyone in your home shows any of these symptoms, you need to see a doctor immediately.

## Carbon monoxide detectors

These set off an alarm if they detect a dangerous amount of carbon monoxide. They're easy to get hold of. But before you buy one, make sure it complies with 'BS EN 50291: 2010' and carries one of these signs:



**Tip:** We've got more information about carbon monoxide alarms online. Call 0333 202 9530\* or visit [britishgas.co.uk/coalarm](https://www.britishgas.co.uk/coalarm).



## Stay safe with your gas supply

If you'd like someone else to carry out the repairs, make sure they're Gas Safe registered. You can check they're qualified at [gassaferegister.co.uk](https://www.gassaferegister.co.uk).

We can check your gas appliances are safe with our Gas Safety Check – If you're not eligible for a free gas safety check but would still like your appliances checking we can do it for you.

If we find any problems we'll explain what's wrong, what you need to do, and how much it'll cost for us to fix it.



### If you're worried, call the National Gas Emergency Services

Their number's **0800 111 999** and they're open 24 hours a day.

If you have a textphone, dial **18001 0800 371 787**.

**Tip:** Remember to keep vents in doors, walls and windows clear, and make sure your chimney isn't blocked by birds' nests or other debris.

## Need more information?

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- To download a copy of this leaflet, go to [britishgas.co.uk/info](http://britishgas.co.uk/info)
- For a free paper copy call us on **0800 048 0202\***
- If you'd like this information in another format, like large print, Braille or CD, call **0800 072 8625\***
- If you have hearing difficulties, and you use a textphone, please call **18001 0800 072 8626\***

### If it's an emergency

- For gas leaks, call **0800 111 999\*** textphone: **18001 0800 371 787\***
- For power cuts, call your local electricity network operator. You'll find their number on your electricity bill

### Let us know if something's gone wrong

That way, we can make sure we set it right. To tell us what's happened, you can:

- Call us on **0800 072 8632\***
- Go online, at [britishgas.co.uk/energycomplaints](http://britishgas.co.uk/energycomplaints)
- Or write to us at: Complaints Management Team,  
PO Box 226,  
Rotherham  
S98 1PB

If you'd like to see a copy of our complaints handling procedure (We're listening), just ask and we'll send you one free of charge. You can also find details on our website.

### If you want to complain about your network operator

You can find their phone number at the top of your bill.

### If you want advice from someone independent

You can call the Citizens Advice consumer service. Their number's **0345 404 0506** and their website is [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy).

# Useful information

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If you'd like more information, we have free leaflets we can send out, or you can take a look at them online.

## Lots of ways to pay

How to pay your gas and electricity bill and information on what to do if you can't.

## Is a pay as you go meter right for you?

Everything you need to know about our Pay As You Go meters and how to switch.

## Standards you can expect

The services we provide, the levels of customer care we guarantee, and what you're entitled to from the companies that maintain your pipes and cables.

## British Gas calling

What to check before you let one of our representatives into your home.

## Our Values and Our Code

Our Values and Our Code demonstrate our commitment to being a responsible business and bind us together in common pursuit of our strategy and purpose. Find out more on [centrica.com](http://centrica.com)

\*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

You can talk to us Mon–Fri, 8am–8pm, Sat 8am–6pm.

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All the information in this leaflet was correct when we printed it.

