

Stay 
warm this
winter


British Gas

Prepare your home in advance

Test your boiler –

Before winter really kicks in check your boiler's working by giving it a quick workout. If there's a problem, give us a shout immediately. Last year alone we serviced over 4 million boilers.

Bleed your radiators –

Removing any air from your radiators will reduce the time it takes to get your home nice and toasty. That's because air bubbles stop hot water circulating effectively. They can also potentially lead to leaks and boiler damage.

Get insulating –

Reduce your energy bills and cut your carbon emissions by blocking draughts and insulating your hot water tank and pipes.

Check out the latest tech

Smart Pay As You Go –

Smart prepayment meters enable you to top up your balance either online, over the phone, via an app or at your local shop. You can also set alerts to warn you if your credit dips below your chosen level.

Boiler IQ –

This revolutionary new technology monitors your boiler 24/7 and detects when it stops heating your radiators or generating hot water. On average, faults are spotted 19-24 hours earlier with Boiler IQ.

Hive Home –

Control your boiler and Hive smart devices from your smartphone, tablet or laptop. Everything from your heating, to your lights, to your plugs and sensors – all with just a few simple taps.

See if you qualify for extra help

Warm Home Discount –

Last year over 650K customers received £140 off their electricity bill. To apply for the same discount this year simply visit britishgas.co.uk/warmhomes or call **0800 294 8604**.

Priority Service Register –

If you need extra support such as different bill formats or advanced warning about service interruptions, call us on **0800 072 8625** (or **0800 294 8604** if you're a Pay As You Go customer). To date, over 2.2m customers have successfully registered.

Support and grants –

Last year we spent over £220m helping 1.9m customers with their bills and finances. So if you're struggling to pay your energy and other household bills, head to britishgasenergytrust.org.uk or call **01733 421 060**.



British Gas
top tips checklist

Handy reference contacts

We know that your constituents may call on you for advice and support. Nobody should need to struggle with their energy bills, and we're here to help. In 2015, British Gas spent over £220m helping 1.9 million vulnerable households with grants, free insulation and benefits advice.

Casework Hotline

If you have a casework issue with a British Gas customer then please call our casework team on **0800 072 8855**, email executiveoffice@britishgas.co.uk or write to them at

British Gas Executive Office, 30 The Causeway, Staines, Middlesex TW18 3BY

Policy Queries

If you would welcome a meeting or briefing on any aspect of energy policy, or would like to visit one of our sites, our public affairs team are happy to help. Please email Director of Public Affairs and Policy UK,

Lisa Poole – lisa.poole@britishgas.co.uk

Help and advice from British Gas

Dedicated support teams for vulnerable customers

– **0800 072 8625**

– (or **0800 294 6904** for

Pay As You Go Energy customers)

Our specialist support teams help support vulnerable customers with bills and energy efficiency advice. They can advise on the best tariffs available, free energy efficiency measures, the Warm Home Discount, our Priority Services Register, alternative format communications, meter moves, free gas safety checks and much more.

Prepayment meters – 0800 107 0188

A freephone line offering a top-up service for our Pay As You Go Energy customers.

£140 rebate on vulnerable customers' electricity bills

– **0800 072 8625**

– (or **0800 294 8604** for

Pay As You Go Energy customers)

The Warm Home Discount gives eligible customers a one-off payment on their electricity bill each year. For winter 2016/17 this will be £140.

Your constituents will qualify for this discount if they get the Guarantee Credit element of Pension Credit, or if they meet other criteria defined by their energy supplier. British Gas has one of the widest sets of criteria of all the energy suppliers in determining eligibility.

Grants from the British Gas Energy Trust

– **01733 421 060**

This independent Trust gives face-to-face advice, financial support and grants to help clear energy and household debts. The average grant is around £600 and constituents don't have to be a British Gas customer. See britishgasenergytrust.org.uk for further information.

Help and advice from other organisations

Shelter – 0808 800 4444

Shelter works to reduce the distress caused by bad housing and inadequate living conditions. The charity provides free, confidential and independent advice to people with all kinds of housing problems. British Gas has a five-year partnership with Shelter focussed on improving the condition of one million homes.

Energy Saving Trust – 0300 123 1234

Advice on saving energy and grants to make homes warmer.

Citizens Advice – 03444 111 444

Impartial information and advice on energy, debt and managing bills.

Government Tax Credit Line – 0345 300 3900

Help with any Tax Credit questions.

Home Heat Helpline – 0800 336 699

Advice on how to access support from energy suppliers, including free insulation and the Warm Home Discount.

Winter Fuel Payment Helpline – 08459 151 515

Provided by the government, the Winter Fuel Payment is a tax free payment to help older people keep warm during winter. Constituents may qualify if they were born on or before the 6 May 1953. It's not means tested and they can get it if they're still working or claim a benefit.

Gas Emergency Services Line – 0800 111 999

An emergency line to report carbon monoxide or gas leaks.

Paypoint top-up outlets – 0845 760 0633

The nearest paypoint outlet for prepayment meter top-ups can be found by calling the number above or visiting paypoint.com/en-gb