

## Home Heat Helpline

The Home Heat Helpline is a free, central phone number offering practical advice for people concerned about paying their energy bills. The Helpline is staffed by specially trained advisors. In addition to providing support for individuals, the Helpline handles calls from care professionals, community workers and from organisations such as the Citizens Advice Bureau and housing providers.

Call the Helpline on **0800 33 66 99** or, for the hard of hearing, on **minicom 0800 027 2122**. The Home Heat Helpline has access to an interpreting service.

Open 9am-8pm Monday-Friday and 10am-2pm Saturday.

It also offers an online enquiry service: [www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk)

Home Heat Helpline is a free national service to help electricity and gas customers who are considered to be vulnerable. It is funded by the energy companies and is aimed particularly at those who:

- are of pensionable age
- have young children and are on a low income, or
- are disabled or have a long-term health condition.

The helpline may be able to help customers by:

- identifying ways to save energy
- explaining how to access reduced and social tariffs
- helping with applications for grants for free home insulation
- enabling them to join the Priority Service Register
- helping agree a flexible payment option for those who have fallen behind on bill payment
- carrying out a benefit entitlement check
- providing a disconnection safety net to ensure that no vulnerable customer will be knowingly disconnected, even if they are unable to pay their bill.

**0800 33 66 99**



Suite 4a  
Ingram House  
227 Ingram  
Street  
Glasgow  
G1 1DA

Tel: 0141 226  
3064

Fax: 0141 221  
2788

Email:  
[eas@eas.org.uk](mailto:eas@eas.org.uk)

Website:  
[www.eas.org.uk](http://www.eas.org.uk)

*"Working to  
end fuel  
poverty and  
achieve  
warm, dry  
homes for  
all."*