

## Energy support

For people struggling to pay energy bills or top up prepayment meters, they may be able to get help through grants or benefits. More information can be found on the Citizens Advice website here -

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/#h-check-if-you-can-get-a-fuel-voucher>

The Fuel Bank Foundation provides advice for people who are struggling to top up their prepayment meters. This includes advice on energy-saving measures, budget cooking and where to get help.

<https://www.fuelbankfoundation.org/>

For information about oil and off-grid heating support visit

<https://rsnonline.org.uk/fuel-bank-heat-fund>

## Beware of fake prepayment meter top-up cards/ keys

This scam involves someone knocking at your door with discounted prices on prepayment meter cards. Energy companies do not sell top-up cards/ keys at the door. These cards are cloned, which means the energy company will not receive your payment. Only use authorised outlets to top up your prepayment meter, you can check with your supplier for the nearest places or use the paypoint locator website <https://www.paypoint.com/storelocator> or payzone locator, which also includes post office pay points too, <https://storelocator.payzone.co.uk/> Contact your energy supplier as soon as possible if you think you may have been a victim of this scam.

For energy advice, contact Citizens Advice consumer advice service 0808 223 1133, Welsh-speaking adviser 0808 223 1144.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0808 223 1133.

[www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/](http://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/)

For further information about additional cost of living help that may be available to you speak to your local Citizens Advice or visit

[www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/](http://www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/)