

Useful energy numbers

Energy advice and supplier contact list

It can be difficult to find the right numbers or know who to call when you have questions about energy. Below is a list of both Citizens Advice resources via phone and the numbers of all major energy suppliers.

Citizens Advice numbers

Citizens Advice consumer service
03454 04 05 06

For textphone, dial 18001 followed by the helpline number

To talk to a Welsh speaking adviser
03454 04 05 05

Specialist numbers for Citizens Advice Advisers.

On Advisernet, you'll find dedicated helplines from some energy suppliers for Citizens Advisers so you avoid having to wait, as well as the numbers for the 'Extra Help Unit' and 'Expert Advice Team' which you may be referred to if the consumer service can't help. You'll find more details on Advisernet, search for 2.45.75.20.

Energy programmes or helplines

UK wide

Winter Fuel Payments helpline 08459 15 15 15

Home Heat Helpline 0800 33 66 99 or if calling from a mobile 0333 300 33 66

Energy Saving Advice Service 0300 123 1234

Warm Home Discount Scheme 0345 603 9439

National Concessionary Fuel Office 0845 759 0529

Scotland

Home Energy Scotland 0808 808 2282

Wales

Nest 0808 808 2244

Network operators (Electricity)

You can check here which company covers your area www.ukpowernetworks.co.uk/internet/en/about-us/areas-we-cover/

Network operator	Contact number
Scottish and Southern Energy Power Distribution	0800 072 7282
Western Power Distribution	0800 096 3080
SP Energy Networks	0330 1010 444
UK Power Networks	0845 601 4516
Northern Power Grid	0845 070 7172
Electricity North West	0800 195 4141

Energy company	Website	Customer service number	Cheaper for mobile
Avro	avroenergy.co.uk	0800 6800 795	0330 0885 754
Better Energy	betterenergy.org.uk	0115 846 0438	
British Gas (including customers of Scottish Gas)	britishgas.co.uk	0800 048 0202	
Bristol Energy	bristol-energy.co.uk	0808 281 2222	
Bulb	bulb.co.uk	0300 30 30 635	
Cooperative Energy	cooperativeenergy.coop	0800 954 0693 01926 317650	
Daligas	daligas.co.uk	0800 111 4568	
E Gas and Electric	e-uk.com	0333 103 9575	

Energy company	Website	Customer service number	Cheaper for mobile
EBICo	ebico.org.uk	0800 458 7689 0199 360 8404	
Economy Energy	economyenergy.co.uk	024 7776 7296	
Ecotricity	ecotricity.co.uk	0800 030 2302 01453 761482	
e.on Energy	eonenergy.com	0333 202 4698	
EDF Energy (incl. customers of Seaboard and SWEB)	edfenergy.com	0800 056 7777	0113 820 7117
Extra Energy	extraenergy.com	0800 953 4774	0330 303 4774
First Utility	first-utility.com	01926 320 700	
Flow Energy	flowenergy.uk.com	0800 092 0202	0330 333 7282
GB Energy	gbenergysupply.co.uk	0800 644 4451	
Glide	glide.co.uk	0333 666 5555	
Go Effortless	goeffortless.co.uk	No number, online only	
Good Energy	goodenergy.com	0800 254 0000	
Green Energy UK	greenenergyuk.com	0800 783 8851	0192 048 6156
Green Star Energy	mygreenstarenergy.com	0800 012 4510	0330 088 1619
Gnergy	gnergy.co.uk	0125 249 4141	
Iresa	iresa.co.uk	0115 727 0982	
iSupply Energy	isupplyenergy.co.uk	0330 202 0298	
LoCo2 Energy	loco2energy.com	0330 1241500 0845 074 3601	
M&S Energy	mandsenergy.com	0345 071 9603.	
npower	npower.com/home	0800 073 3000	0300 100 3000
Ovo Energy	ovoenergy.com	PAYG 0800 358 3523 Monthly 0800 5999 440	PAYG 01173 701 041 Credit 01179 303 100
Places for people energy	pfpenergy.co.uk	01772 897355	
Robin Hood Energy	robinhoodenergy.co.uk	0800 030 4567	
Sainsburys Energy	sainsburysenergy.com	0800 107 1879	0330 100 0014
Scottish Power (including Manweb)	scottishpower.co.uk	0800 027 0772	0345 270 0700
So Energy	so.energy	0330 111 5050	
SSE	sse.co.uk	0800 980 8831	0345 026 2658
Spark Energy	sparkenergy.com	0345 034 7474	
Tempus Energy	tempusenergy.com	0330 900 1001	
Utilita	utilita.co.uk	0330 333 7441	
Utility Warehouse (owned by Telecom Plus)	utilitywarehouse.co.uk	0333 777 0 777	
Zog Energy	zogenergy.com	No number, online only	

All numbers correct as of February 2016.