

# Know your rights in a changing energy market

## Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. We're the official source of free and independent energy advice and support.

Go to: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

Or contact the Citizens Advice consumer service:

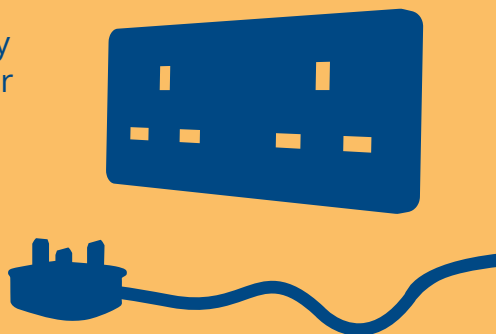
03454 04 05 06  
Mon to Fri, 9am-5pm  
Calls are charged at your normal rate

Textphone:  
18001 followed  
by 03454 04 05 06

Citizens Advice  
consumer service  
Second Floor  
Fairfax House  
Merrion Street  
Leeds LS2 8JU

## Take control and get a better energy deal

Want to save money by switching tariff or supplier?



Check out our price comparison tool  
[energycompare.citizensadvice.org.uk](https://energycompare.citizensadvice.org.uk)

## Reducing your bills

If you want to pay less without switching supplier, there are lots of things you can do to save money.

To find out more, contact:

### Simple Energy Advice

(England and Wales)

[simpleenergyadvice.org.uk](https://simpleenergyadvice.org.uk)

0800 444 202

Lines open: Mon to Fri, 8am-8pm

Sat to Sun, 9am-5pm

Calls are free

### Nest (Wales only)

[nestwales.org.uk](https://nestwales.org.uk)

0808 808 2244

Lines open: Mon to Fri, 9am-6pm

Calls are free

### Home Energy Scotland

(Scotland only)

[homeenergyscotland.org](https://homeenergyscotland.org)

0808 808 2282

Lines open: Mon to Fri, 8am-8pm

Sat, 9am-5pm

Calls are free

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