

**Energy
Made Clear
Help for
vulnerable
customers**



Energy suppliers' commitment to vulnerable customers



Your energy supplier will provide help through:

- Impartial advice
- Reduced bills
- Energy efficiency help
- Easy payment methods
- A genuine commitment to helping those most in need

Impartial advice – customers struggling to pay for their gas or electricity can call the Home Heat Helpline on 0800 33 66 99 for free energy advice and benefit entitlement checks.

Reduced bills – we support customers on benefits and in debt through social tariffs, rebates and charitable assistance.

Energy efficiency help – we provide free or low-cost home insulation and energy efficiency products to reduce vulnerable customers' bills.

Easy payment methods – we offer a variety of payment methods to help customers pay for their energy in a way which suits them.

A genuine commitment to helping those most in need – we will help customers who are most in need. Contact us to find out how we can help.



For more information

Visit www.energymadeclear.co.uk

For advice and assistance, contact your energy supplier or phone the Home Heat Helpline on **0800 33 66 99**

