

# 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:

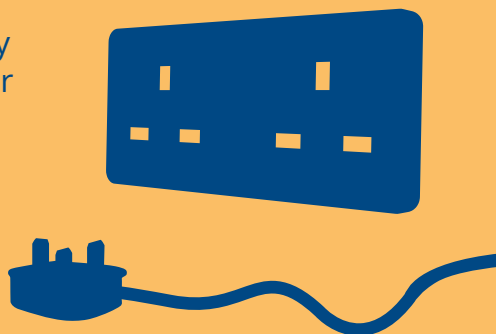
0808 223 1133  
Mon–Fri, 9am–5pm  
Calls are free

Textphone:  
18001 followed  
by 0808 223 1133

Write to us at:  
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–Fri, 8am–8pm  
Sat–Sun, 9am–5pm  
Calls are free

### Nest (Wales only)

[nest.gov.wales](https://nest.gov.wales)

0808 808 2244  
Lines open:  
Mon–Fri, 9am–6pm  
Calls are free

### Home Energy Scotland (Scotland only)

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

0808 808 2282  
Lines open:  
Mon–Fri, 8am–8pm  
Sat, 9am–5pm  
Calls are free

**citizens  
advice**

**citizens  
advice  
scotland**