

Know your rights in a changing energy market

Getting advice

It's easy to get free, independent advice about your energy supply. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

Visit: citizensadvice.org.uk/energy

Or contact the Citizens Advice consumer service:

03454 04 05 06

Mon to Fri

9am-5pm

Textphone:

18001 followed

by 03454 04 05 06

Post Point 24

Town Hall

Walliscote Grove Road

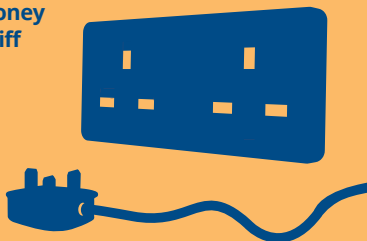
Weston-super-Mare

North Somerset

BS23 1UJ

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

The energy regulator, Ofgem, has created an easy guide on how to shop around for a better deal on your energy bills. Visit: goenergysshopping.co.uk/list

**citizens
advice**

Reducing your bills

If you just want to pay less without switching supplier, there are lots of things you can do to save money, from making sure you are paying the lowest price to taking steps to reduce your consumption. You may be eligible for help from the Government to make your home more energy efficient and save money on your bills. Find out about the Government schemes.

Visit: gov.uk/energy-grants-calculator

Or contact:

Energy Saving Advice Service
(England and Wales)

- 0300 123 1234
- Textphone only: 0208 747 3375
- Lines open: Mon to Fri, 9am-8pm
- Email: energy-advice@est.org.uk

Nest (Wales only)

- Welsh Government Warm Homes
- Nest Scheme.
- 0808 808 2244
- Lines open: Mon to Fri, 9am-7pm
- nestwales.org.uk

Home Energy Scotland
(Scotland only)

- 0808 808 2282
- Lines open: Mon to Fri, 8am-8pm
- and Sat, 9am-5pm
- Textphone: 18001
- followed by 0808 808 2282
- energysavingtrust.org.uk/
- contact-us-scotland

**citizens
advice
scotland**

Produced by Citizens Advice and Citizens Advice Scotland and sent to you by your energy supplier.

Gwybod eich hawliau mewn marchnad ynni sy'n newid

Cael cyngor

Mae'n rhwydd cael cyngor annibynnol, am ddim am eich cyflenwad ynni. Efallai eich bod yn chwilio am fargen well, am ganfod sut mae cwyno, cael cyngor am ansawdd eich cyflenwad trydan neu nwy, neu ofyn am help os ydych chi'n cael trafferth talu eich biliau.

Ewch i: citizensadvice.org.uk/energy

Neu cysylltwch â gwasanaeth defnyddwyr Cyngor ar Bopeth:

03454 04 05 06

Dydd Llun i ddydd Gwener
9am-5pm

Ffôn testun:

18001 yna

03454 04 05 06

Post Point 24

Town Hall

Walliscote Grove Road

Weston-super-Mare

North Somerset

BS23 1UJ

Lleihau'ch biliau

Os hoffech chi dalu llai, heb newid cyflenwr, mae nifer o bethau y gallwch eu gwneud i arbed arian, o sicrhau eich bod yn talu'r pris isaf i gymryd camau i sicrhau eich bod yn defnyddio llai o ynni. Efallai y byddwch chi'n gymwys am help gan y Llywodraeth i wneud eich cartref yn fwy effeithlon o ran ynni ac arbed arian ar eich biliau. Dewch i wybod am gynlluniau'r Llywodraeth.

Ewch i: gov.uk/energy-grants-calculator

Neu cysylltwch â:

Gwasanaeth Cyngor ar Arbed Ynni
(Cymru a Lloegr)

• 0300 123 1234

• Ffôn testun yn unig: 0208 747 3375

• Mae'r llinellau ar agor: Dydd Llun i

• ddydd Gwener, 9am-8pm

• E-bost: energy-advice@est.org.uk

Nyth (Cymru'n unig)

• Nyth Cartrefi Clyd Llywodraeth

• Cymru.

• 0808 808 2244

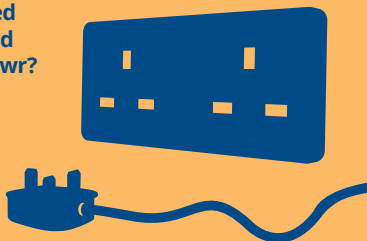
• Mae'r llinellau ar agor: Dydd Llun i

• ddydd Gwener, 9am-7pm

• nestwales.org.uk/cy/hafan

Cymryd yr awenau a chael bargaen well am ynni

Hoffech chi arbed arian drwy newid tariff neu gyflenwr?



Tarwch olwg ar ein hadnodd cymharu prisiau
energycompare.citizensadvice.org.uk

Mae'r rheoleiddiwr ynni, Ofgem, wedi paratoi canllawiau syml ynghylch sut mae chwilio am fargen well ar gyfer eich biliau ynni. Ewch i: goenergysopping.co.uk/list

**citizens
advice**