

Making your energy easy

Ways we can help

In this booklet

Each year we update this booklet and make it available to all our customers. It's packed with information from us and other organisations to help you keep your home safe, warm and working.

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Helping to make your home more energy efficient

See details of how to save energy on our website at www.britishgasevolve.co.uk

Helping you pay your energy bills

If you're having problems paying your bills, please talk to us. We've got a team who can help, with plenty of options: contact us on webchat through www.britishgasevolve.co.uk.

We can:

- Work out a way for you to pay in instalments
- Help you on how to make your energy go further with energy efficiency tips
- Let you know how the British Gas Energy Trust and other organisations may be able to help you

Additional financial support

Disability Living Allowance

If you're disabled, or care for someone who is, you can also call the Disability Living Allowance helpline on 0800 121 4600. If you have a textphone, the number is 0800 121 4523.

The Warm Home Discount scheme

This government scheme includes a one-off payment towards your energy bill. To find out if you're eligible, contact us on webchat.

British Gas Energy Trust

You could be eligible for a grant from this independent charity to help pay your energy bill. Go to britishgasenergytrust.org.uk for more information.

Independent Advice

Citizen Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. If you live in England or Wales go to citizensadvice.org.uk/energy or contact Citizens Advice on 0808 223 1133. Calls are free. If you live in Scotland go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free

StepChange Debt Charity

For free debt advice, visit their website at stepchange.org or call them on 0800 138 1111.

Your water company

If you're struggling to pay your water bills or need some more support, get in touch with your water company for more information. You can find out who your water supplier is at [water.org.uk/advice-for-customers/find-your-supplier](https://www.water.org.uk/advice-for-customers/find-your-supplier).

Priority support for those with additional needs

The Priority Services Register (PSR) is for people who may need additional support. So, if you need your bill in a different format, or you'd like help with meter readings, it's a good idea to register.

Who can sign up?

You can sign up if you or someone in your household is:

- Of pensionable age
- Disabled
- Chronically sick

Or if there are children aged five and under living with you.

We also recognise that people can be vulnerable because of life-changing events such as bereavement, relationship breakdown, job loss, recovery from hospital treatment or living independently for the first time. If you'd like to join the register for any of these reasons, then please let us know.

We've signed up to the PSR promise

This has been made by all participating energy companies in the UK. We'll only share details about your personal situation as agreed with you so that our trusted partners can tailor their services to help. You'll get extra support when you need it.

We'll always follow privacy laws and your PSR information will never be used for marketing. Once you've joined we may contact you occasionally to make sure your details are accurate and up to date. If your situation changes, or you don't want to be on the PSR anymore, just get in touch and we'll sort it out for you.

You can also nominate someone else to discuss or handle your account, if you prefer. Or support you in setting up of a Power of Attorney.

How to join

Contact us on webchat to let us know your situation so we can add you to the register.

What you get from the Priority Services Register

We'll let you know in advance about any planned supply interruptions.

If your gas or electricity is going to be stopped, your network operator will get in touch beforehand and advise you on what to do. Your network operator is the company that manages your supply but not your bills. You'll also get priority reconnection.

Peace of mind whenever we visit

We'll always provide you with advance notification before visiting your premises. If you'd like to verify the identity of the British Gas Evolve representative on the day, just contact us on webchat and we'll be able to confirm who they are.

Free annual gas safety checks

You may be eligible for a free annual check for your gas appliances if you haven't already had a check in the last 12 months and you:

- Live alone, or with other people who are all eligible for a pension, or are disabled, chronically sick or under 18
- Live with a child under six years old

You'll need to meet certain conditions, like being a homeowner and on means tested benefits.

Did you know? If you live in rented accommodation, it's your landlord's responsibility to make sure your gas appliances get checked every year.

Our gas safety checks will be carried out by a qualified engineer and will include checks on all gas appliances in your home.

If we find any problems we'll explain what's wrong, what you need to do, and how much it'll cost for us to fix it. If you'd like someone else to carry out any repairs, it's really important to make sure they're Gas Safe registered. You can check they're qualified at gassaferegister.co.uk

Gas safety checks

We can check your gas appliances are safe with our Gas Safety Check. If you're not eligible for a free gas safety check but would still like your appliances checking, we can do it for you.

If we find any problems we'll explain what's wrong, what you need to do, and how much it'll cost for us to fix it. If you'd like someone else to carry out any repairs, it's really important to make sure they're Gas Safe registered. You can check they're qualified at gassaferegister.co.uk

Helping you stay safe

Sometimes old gas boilers, appliances and damaged pipes can cause gas or carbon monoxide leaks. We've got ways to keep you and your energy supply safe.

What is carbon monoxide?

It's a poisonous gas. When you burn fuels like wood, oil or gas without enough air around them, they make carbon monoxide. This could happen in a broken boiler or fireplace.

How can I tell if it's carbon monoxide?

Carbon monoxide is odourless, tasteless and invisible, so it's difficult to detect.

Here are some things you should look out for:

- Stains, soot marks or discolouration on or around your gas boiler
- A smoke smell or a lot of condensation in the room the appliance is in
- A pilot light that goes out a lot. Also, pilot lights should burn blue – if it's yellow or orange, it's a sign that carbon monoxide might be present

The physical symptoms of carbon monoxide poisoning feel a bit like flu. They include headaches, dizziness, confusion and extreme tiredness. If you or anyone in your home shows any of these symptoms, you need to see a doctor immediately.

Carbon monoxide detectors

These set off an alarm if they detect a dangerous amount of carbon monoxide.

They're easy to get, but if you do buy one, make sure it complies with

BS EN 50291: 2010 and carries one of these signs:  

In an emergency or if you're concerned

- Gas leaks – call 0800 111 999, textphone: 18001 0800 371 787
- Power cuts - call 105 to be put through to your local electricity network operator

Tip: Remember to keep vents in doors, walls and windows clear, and make sure your chimney isn't blocked by birds' nests or other debris.

Not 100% happy with our service?

Let us know if something's gone wrong. We can then try and set it right. To tell us what's happened, you can contact us on webchat through www.britishgasevolve.co.uk

If you'd like to see a copy of our complaints handling procedure (We're listening), visit www.britishgasevolve.co.uk/contact-us.

If you want to complain about your network operator, you can usually find their phone number on your bill.

Get help with an energy problem

You can get help with energy problems from an independent body. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. Calls are free.

If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free

Useful information

Lots of ways to pay

How to pay your gas and electricity bill and information on what to do if you can't.

Standards you can expect

The services we provide, the levels of customer care we guarantee, and what you're entitled to from the companies that maintain your pipes and cables.

British Gas calling

What to check before you let one of our representatives into your home.

Our Values and Our Code

Our values and our code demonstrate our commitment to being a responsible business and bind us together in common pursuit of our strategy and purpose. Find out more on [centrica.com](https://www.centrica.com)



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