

Extra support for those who need it most



We're dedicated to keeping our customers safe and warm. To make sure our customers do stay safe and warm, we can offer extra help to those in vulnerable circumstances who need priority support either temporarily or long term. We provide these services **free of charge** in collaboration with partners such as energy experts, fire services and other utility companies.

Our range of services is designed to support people who are over 65, have children under five or are pregnant, have long-term physical or mental health conditions, have a disability, or have additional language or communication needs. We are also able to help customers who have other additional needs, so please do get in touch to find out how we can support you.

You can apply for these services by speaking with our engineers who'll complete an online referral form with you. Alternatively, you can call us on **0800 975 1818**.

Once we've received your details, you'll be contacted by one of our team or by our partner organisations by email, phone or post.



What free help is on offer?



Energy advice

Our expert partners offer confidential, independent advice about home energy efficiency, help with switching to better tariffs and support with clearing energy bill debt.



Locking cooker valve

Our simple safety device can keep people, such as those with dementia or autism, gas safe in their own home. The valve stops gas cookers being turned on or left on unintentionally.



Priority Services Register

The register helps us identify customers who need priority support in a gas emergency. It also lets energy companies like us, including your suppliers, tailor our day-to-day services to your individual needs to make sure we're helping you stay safe, warm and well-informed all year round.



Safe and well visits

Your local fire and rescue service will visit you at home and carry out a safety check to make sure you're safe, supported and remain independent in your own home.



Winter voucher scheme

If you have a gas emergency in your home during the winter months and it's not safe for us to turn your gas supply back on, we can provide you with a £200 voucher towards internal pipework or appliance repairs by a Gas Safe registered engineer if you need help with this unexpected cost.

Where is the service available?

Across Scotland from Home Energy Scotland. Community Energy South provides this service across our East Kent, London, Solent, Sussex and West Kent depot areas, while AgilityEco covers our Aldershot, Oxford, Surrey and Poole areas.

Across Scotland and the south of England

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For home owners across Scotland and the south of England