

Actions you can take if you are self disconnecting or worried about self disconnection

Immediate Help

1. If you are having any problems with your Pre-Payment Meter (PPM) contact your energy supplier; they are the first point of contact for help.
2. If you feel that your energy supplier has not offered the help you need or you would prefer independent advice contact Consumer Direct on 08454 04 05 06.
3. If you are worried about the cost of 0845 or 0800 numbers, Consumer Direct and your energy supplier can offer a call back service for you.

Financial Help

1. If you are struggling to afford to top up your PPM, contact your energy supplier as they can help you in a number of ways:
 - If you are struggling with debt repayment on your PPM, your energy supplier is obliged to set weekly repayments at an affordable level. Organisations such as Citizens Advice and the Money Advice Trust can help you draw up a household budget to help you negotiate a reduction in your debt repayments.
 - If you are over 60 or on certain benefits you could qualify lower priced gas and electricity from your supplier. Your supplier can give you information about “social tariffs” it offers, and if it has a trust fund that you can apply to for assistance.
 - Use our [online Helpfinder](#) to check if you are eligible for any grants, discounts or energy efficiency advice.
 - If you are over 60, disabled or suffer from a long term health condition you could be eligible for free services from your gas or electricity supplier. Ask your supplier about its Priority Services Register.
 - All PPM users are entitled to change tariff and supplier (if you are in debt to your energy supplier you can still switch as long as the debt is less than £200) Ask your supplier if it can offer you a better deal than your current tariff We recommend that you use a Consumer Focus [Confidence Code accredited website](#) to see if you can get a better deal on your gas and electricity from a different energy supplier.
2. Check that you are receiving all the benefits you may be entitled to, the Department for Work and Pensions and Citizens Advice can offer benefits check services.

Removing your meter

1. If you want to have your PPM replaced with a credit meter you should contact your energy supplier. If you have been in debt or have never had a credit meter before your energy supplier may request a returnable deposit (typically £200 - £400)
2. If you are finding it difficult to reach your meter because of illness or disability, in some circumstances you may be eligible to have your meter moved free of charge to a more convenient location.
3. If your energy supplier is considering fitting a PPM to recover money you owe, you can also discuss alternative payment options for example by weekly payment card or deductions from your benefits payments (known as Fuel Direct) if you are on certain means tested benefits.

Energy Efficiency

1. Contact your energy supplier to see what advice and help they can give you to improve the energy efficiency of your home.
2. If you are on a low income or certain benefits you could be eligible for a grant to help improve the energy efficiency of your home – contact [Warm Front](#) ([Warm Homes](#) in Wales or [Energy Assistance Package](#) in Scotland) for more details. If you are a private tenant your landlord can also apply on your behalf.
3. Many local authorities also run energy efficiency grants and advice so contact your local authority or Housing Association to see what might be available in your area.

The Consumer Focus website (www.consumerfocus.org.uk) contains a number of leaflets and information tools to help consumers are in debt to their energy supplier or struggling to afford their energy bills or simply assist those who want to find a cheaper deal on their energy.
<http://www.consumerfocus.org.uk/energy-help-and-advice>