

Utility Suppliers	Telephone Contact Number	Help given to vulnerable families
British Gas	Customer services 0333 202 9802	They priorities the needs of vulnerable customers, they are contacting all their customers directly and checking on their welfare and needs. They will deal with all customers on individual circumstances.
E-on	Customer services 0345 052 0000	They make Vulnerable families their priority, necessary a judgements will be put in place to ensure continued supply
EDF	Customer services 0800 056 7777	They are offering additional support and flexibility to families where needed. Each case will be looked at on an individual basis, but the extra support may include repayments made over a longer period of time, delay payment for a short period or offer alternative payment arrangements.
Npower	Customer services 0800 073 3000	They look at a customer's ability to pay and make sure that they can pay what they can afford, and by asking the customer to contact them directly, they can talk to the customer to help them understand their situation. Where they may be struggling – for example if they're off work or on shorter hours because of coronavirus – they will look to agree how much they are able to pay, taking each individual circumstance & vulnerabilities into account.
Scottish Power	Customer services 0800 001 5400	They fully understand that customers may be financially impacted over a period of self-isolation or due to a business closure. If they have gone off supply, please call us on 0800 027 0072.
SSE	Customer services 0345 070 7373	They understand this is a challenging and uncertain time for many of our customers. If they do have concerns about paying your energy bills, we'll work with them to find a resolution together, just call us on 0345 601 9093. If they are currently on a payment plan, they can also look at moving the dates on their plan to help them..
OVO Energy	Customer services	We're working with Tully to offer

	0800 599 9440	free online support to OVO members: from financial guidance, to mental health support. They also help us to create manageable repayment plans tailored to your situation. They don't want people worrying about paying bills during the coronavirus pandemic, they have set up a system that will be tailored to each individual case.
Shell Energy	Customer services 0330 094 5800	If any income has been reduced or even stopped completely, they may be able to offer you a 'Payment Holiday' which will pause your payments to us for a short period of time, letting you prioritise other monthly payments like your rent or mortgage. To discuss this as an option, please contact us on 0330 094 5800
Co-op Energy/Octopus Energy	Customer services 0834 636 6764 0808 164 1088	They are sensitive to our customers and that may have difficulties related to the COVID-19 outbreak. We are constantly evaluating the status of the outbreak in our service territory. If our customers run into difficulties, we will work with them to ensure continued services while we deal with this situation. Effective March 13th, we suspended disconnection of services for non-payment. For those customers who were disconnected prior to this decision, please contact our office to make a payment arrangement to get your service turned back on. Although non-pay disconnects are suspended, I encourage everyone to continue to make payments so you will not have a large bill to settle when this is over.