

We Do Energy, Right by You

Customer Support

Helpful advice and tips to help
you throughout winter



A man with a full red beard and a young girl are sitting on a grey sofa in a kitchen. The man is wearing a brown sweater and blue jeans, and the girl is wearing a white top. They are both smiling at the camera. The background shows a kitchen counter with various items and a white brick wall.

Winter can be a worrying time, but help is available if you need it

As we approach winter and your energy usage increases, we understand that many customers may have concerns with managing their energy costs.

At Flogas, we are here to keep doing energy right by you – so we've pulled together this handy guide to make sure you're ready for winter.

If you need support to afford your energy bills or to top up your prepayment meter, you might be able to take advantage of certain benefits, grants and help offered by the government and energy suppliers.

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Free & confidential advice

If you're finding things tough financially or feeling stressed about money, it's worth reaching out for free, confidential, and independent advice. You're not alone- and support is out there to help you get back on track.

Below are just some of the people you can contact:

Citizens Advice

Citizens Advice have over 14,000 highly trained volunteers to support you. They can offer impartial advice on a range of subjects, including support for paying your energy bills.

citizensadvice.org.uk

Adviceline (England): 0800 144 8848 (connects you to a local Citizens Advice)
Adviceline (Wales): 0800 702 2020 (connects you to a local Citizens Advice)

Stepchange

Provide expert advice to help you deal with debt and get the support you need. They also have an online debt advice tool.

stepchange.org

0800 138 1111.

The Money Advice Service

(Part of the Money & Pensions Service) can help you find support with a range of options available.

moneyhelper.org.uk/en

0800 138 7777.

The Trussell Trust

Support a nationwide network of food banks and together they provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK. You can locate your nearest foodbank online.

trusselltrust.org/get-help/find-afoodbank

National Energy Action (NEA)

The fuel poverty charity, campaigns so everyone can afford to live in a warm and safe home. This is something denied to millions because of poor housing, low incomes, and high bills. Working across England, Wales and Northern Ireland, everything they do aims to improve the lives of people in fuel poverty. They directly support people with energy and income maximisation advice and they advocate on issues including improving the energy efficiency of our homes.

nea.org.uk/get-help



What support is available?

Help with your Flogas bills

This guide highlights a range of support options that could be available to you. If you're in need of a bit of help, it's definitely worth taking a look to see what support you might be able to access.

If you are having difficulties paying for your LPG, please get in touch with us as soon as possible. Our trained staff are on hand to support you and will consider your individual circumstances to help manage your energy needs.

Take advantage of our Direct Debit options or payment plan options and talk to us about ways we can assist you with your bill payments.

We are here to help so don't be afraid to give us a call and ask for help.

Call us on 0345 050 0056



We have friends who could help

As a Flogas customer, you benefit from support from other DCC Energy businesses, part of the same family as Flogas. One of these companies, Next Energy Solutions, offers several government-supported schemes to help UK households improve energy efficiency and reduce heating costs. They specialise in providing energy-efficient upgrades and renewable energy solutions to UK homes and businesses, helping to reduce energy costs and improve environmental sustainability. Which include:



Insulation Services – They offer various insulation solutions, including cavity wall, loft, and floor insulation. These measures improve a building's energy efficiency by retaining heat, leading to reduced heating costs and better thermal comfort.



Solar Panel Installation – By installing solar photovoltaic (PV) panels, Next Energy enables homes and businesses to generate their own electricity from renewable sources, reducing dependency on grid power and lowering energy bills.



Boiler Replacement – They provide high-efficiency gas boiler upgrades, helping to reduce heating costs and emissions. The company also offers boiler installation services under government-backed schemes for eligible properties, which may receive funding support.



Energy Efficiency Assessments – Next Energy conducts home and building energy assessments to recommend the most effective measures for improving energy performance, ensuring clients get the maximum benefit from upgrades.

These services support the UK's goals for reducing carbon emissions and fuel poverty by helping customers access grants and subsidies for affordable, sustainable energy solutions.

If you'd like to get in touch with Next Energy, call 0800 021 3145

Opening Hours:

Monday – Thursday 9am – 5pm

Friday – 9am – 4pm



If you don't use mains-gas or electricity for your heating

If you heat your home with oil, LPG, coal, or wood and aren't connected to the gas grid, you might be able to get a fuel voucher.

This voucher can help if you can't afford to buy fuel right now or are worried you soon won't be able to.

To apply, speak with your local Citizens Advice – they'll apply on your behalf.

If you'd like to talk to us, call **0345 050 0056**

Please note, 0345 numbers are charged at your standard rate. If your phone plan includes free landline minutes, calls to this number are normally included.

Winter Fuel Payment

The Winter Fuel Payment is a one-off annual payment to help with heating costs during the winter.

For winter 2025/26, you could get £100 – £300, depending on your circumstances. Most eligible people receive it automatically in November or December.

You'll qualify if you:

- Were born before 22 September 1959, and
- Lived in England, Wales, or Northern Ireland during 15 – 21 September 2025 (the qualifying week).

If you live in Scotland, you'll instead get the Pension Age Winter Heating Payment – between £101.70 and £305.10, depending on your situation. Payments are made automatically from November.

If your annual income is over £35,000, HMRC will recover the payment through tax. You can also opt out if you prefer not to receive it.

Find out more:

- Winter Fuel Payment – gov.uk/winter-fuel-payment
- Pension Age Winter Heating Payment – gov.scot

Warm Home Discount Scheme

You could get £150 off your electricity bill or £150 added to your prepayment meter through the Warm Home Discount Scheme.

Eligibility depends on your income and benefits, and differs between England & Wales and Scotland.

In most cases, you don't need to apply, the discount is automatically applied by 31 March 2026.

If you live in Scotland and are on a low income, contact your energy supplier to apply.

- For standard credit meters, the discount appears as a £150 rebate on your bill.
- For prepayment meters, you'll receive a top-up voucher.

If you get both gas and electricity from the same supplier, they may apply the discount to your gas bill instead.

From 2025/26, around 2.7 million more low-income households, including 900,000 families with children, will become eligible.

Government letters confirming eligibility will be sent between October and December 2025.

Check if you're eligible:

- Warm Home Discount – gov.uk/the-warm-home-discount-scheme



If you can't afford to top up your prepayment meter

You might be able to get a fuel voucher. This is a code given to you in a letter or in a text message or email. You can use it to add credit to your gas card or electricity key. If you don't have one of these, contact your supplier to get one.

Your local council might be able to help you get a fuel voucher – find your local council on [GOV.UK](https://www.gov.uk). If you're still not sure if you can get a voucher, get help from a Citizen's Advice adviser.

You can use a fuel voucher at:

- a shop signed up to PayPoint – consumer.paypoint.com
- a Post Office or shop signed up to Payzone – storelocator.payzone.co.uk

To use your voucher you'll need to take:

- the code and instructions
- some form of ID – for example, your passport or a bill with your name and address

You must use your fuel voucher within 3 months after you get it.

If you have problems using your voucher, contact the organisation that gave it to you – you should be able to find their contact information on the instructions.

Cold weather payments

Between 1 November 2025 and 31 March 2026, eligible households will get £25 each time the average temperature in their area is 0°C or below for seven consecutive days.

You'll qualify automatically if you receive:

- | | |
|--------------------------------------|---|
| • Pension Credit | • Income-related Employment and Support Allowance |
| • Income Support | • Universal Credit or Support for Mortgage Interest |
| • Income-based Jobseeker's Allowance | |

Find out more on [GOV.UK](https://www.gov.uk)

In Scotland, the Cold Weather Payment is replaced by the Winter Heating Payment, a £58.75 fixed amount, paid regardless of weather.

Eligibility is the same, and payments are made in February and March.

Child Winter Heating Payment (Scotland only)

Families in Scotland can get £251.50 per child if their child (up to age 19) receives qualifying disability benefits such as:

- The highest rate of Child Disability Payment or Disability Living Allowance for Children
- The enhanced rate of daily living Personal Independence Payment or Adult Disability Payment

Payments are made automatically, and families will receive a letter confirming eligibility.



Grants to help pay off your energy debts

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off.

The following energy suppliers offer grants to their customers:

- British Gas Energy Support Fund
- Scottish Power Hardship Fund
- Ovo Energy Fund
- Eon Energy Fund
- Eon Next Energy Fund
- EDF Energy Customer Support Fund
- Ocotpus 'Octo Assist Fund'

If you can't get a grant from your supplier, you might be able to get a grant from the British Gas Energy Trust. These grants are available to anyone – you don't have to be a British Gas customer. You'll need to get debt advice before applying – citizensadvice.org.uk/about-us/contact-us

If you've already spoken to a debt adviser – check if you can get a grant from the British Gas Energy Trust – britishgasenergytrust.org.uk/grants-available

Before you apply

When you apply for a grant, you'll have to provide detailed information about your financial situation in your application. It could take a while to complete, and it might be worth getting help from a friend or family member. You can also talk to a Citizen's Advice adviser for help filling in forms.

It's worth checking on the trust or fund website if there's anything else you need to do before you apply.

For example, if your supplier is E.ON, E.ON Next or EDF you'll need to show you've completed a budget sheet with a Financial Conduct Authority (FCA) approved adviser. To do this:

Find an adviser using the debt advice locator on the Money Helper website moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator

Check if the adviser or their firm is on the FCA register – register.fca.org.uk/s

Contact the adviser to arrange a conversation where you'll complete a budget sheet.

You can get ready for your conversation by using the Budget Planner on the Money Helper website – moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner

Local energy grants

Check if you can get a local energy grant on the Simple Energy Advice website. You might also be able to find grants or schemes run by your local council.

Find your local council on gov.uk/find-local-council

Extra help from your supplier

You might be able to get extra help and support from your mains energy supplier by signing up to the Priority Services Register. You can sign up for a number of reasons – including if you've reached state pension age, you're disabled or sick, if you have children under the age of five or if your energy network considers you 'vulnerable'. The PSR is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply.

Your energy supplier can help you with things like:

- reading your energy meter
- moving your energy meter free of charge
- Upgrading to a smart meter to help manage costs
- getting your bills sent or copied to someone else – for example, a carer



Get money back if you pay council tax

You can get £150 back from the council to help pay your energy bills – this is called a 'rebate'.

You'll get the rebate if you pay council tax and your home is in council tax bands A to D. You can find your band on your council tax bill or check your council tax band on gov.uk/council-tax-bands

You'll only get the rebate if you're the person who has to pay council tax for your household. Only one person per household will get the rebate.

You'll get the rebate even if you:

- get a Council Tax Reduction, including a full reduction, and your home is in bands A to D
- get the Disabled Band Reduction discount and your home is in bands A to E
- are subject to immigration control and your biometric residence permit says "no recourse to public funds"

If you get benefits, the rebate won't affect them.

If you can't get the rebate, the council might still offer you financial help – citizensadvice.org.uk/debt-and-money/help-with-debt

If you're struggling to pay for food, find out how to get help from a food bank – citizensadvice.org.uk/debt-and-money/food-bank/using-a-food-bank

Further help

Contact the Citizens Advice consumer helpline – citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue

If you need more help – a trained adviser can give you advice over the phone or by email.



Top tips for keeping warm and well all winter

- ✓ Try to heat your main living room to around 21°C and the rest of the house to at least 18°C. Make sure you keep your living room warm throughout the day and heat your bedroom before going to bed.
- ✓ In very cold weather, set the heating to come on earlier, rather than turning the thermostat up. This means you won't be cold while you wait for your home to heat up.
- ✓ Close curtains at night to keep the heat in.
- ✓ Do not block radiators with furniture.
- ✓ Don't leave the hot water tap running longer than you need to.
- ✓ Ensure your boiler is serviced and any repairs are seen to before the winter – don't get caught out in a cold snap. gassaferegister.co.uk
- ✓ Use energy efficient light bulbs and try to remember to switch the lights off every time you leave a room.
- ✓ Use spotlighting – like smaller lamps – rather than whole room lighting when only a small amount of light is required.
- ✓ Electrical appliances on standby cost money – switch off on the appliance itself or turn it off at the plug if possible. Perhaps try not to leave mobile phones on charge overnight or make sure computer equipment is switched off and unplugged when not in use.
- ✓ Turning your central heating down by one degree could cut your heating bills

Further help

Contact the Citizens Advice consumer helpline:

citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue

The contents of this document are accurate at time of print. For up to date information, you can give us a call on **0800 574 574** or see our website. Just use the camera on your device to scan the QR below.



Scan me



**We Do Energy,
Right by You.**

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