

We Do Energy, Right by You

Customer Support

Your guide to winter support 2026/27

Helpful information, practical advice and support to help you through the colder months.



A photograph of a man with a full red beard and a young girl with blonde hair. The man is sitting on a grey sofa, smiling at the camera. The girl is sitting on his shoulders, also smiling. They are in a kitchen with a wooden table and various items in the background.

Winter support, all in one place

Winter can put extra pressure on household budgets, particularly when you're using more energy to keep your home warm.

If you're worried about managing your energy costs, you're not alone. There are government schemes, grants, local support and free advice services that may be able to help.

We've brought the key information together in this guide so you can understand what's available, where to find out more and who to speak to if you need support.

And remember, if you're worried about paying for your LPG or managing your account, please talk to us. Our team can listen to your circumstances and talk through the options that may be available.

You'll find all our useful contact numbers at the back of this guide.

What's inside?

Start here

- Free and confidential advice
- How Flogas can support you
- Help for off-grid homes

Financial support

- Winter Fuel Payment
- Warm Home Discount
- Cold Weather Payment
- Child Winter Heating Payment in Scotland
- Energy debt grants
- Local council support

Extra help

- Priority Services Register
- Staying warm and well
- Useful and emergency contacts

Need someone to talk to?

Free and confidential advice

Money worries can feel overwhelming, but you don't have to work everything out by yourself.

There are organisations offering free and confidential advice on bills, benefits, debt and other financial concerns.

Citizens Advice

Citizens Advice can help with a wide range of issues, including benefits, debt and support with energy bills.

England Adviceline: 0800 144 8848

Wales Adviceline: 0800 702 2020

Website: citizensadvice.org.uk

StepChange

StepChange provides free expert debt advice and can help you understand your options.

Telephone: 0800 138 1111

Website: stepchange.org

MoneyHelper

MoneyHelper is provided by the Money and Pensions Service. It offers free guidance on money, benefits, budgeting and debt.

Telephone: 0800 138 7777

Website: moneyhelper.org.uk/en

The Trussell Trust

The Trussell Trust supports a UK-wide network of food banks. Its website can help you find food support in your local area.

Find a food bank: trusselltrust.org/get-help/find-a-foodbank

National Energy Action

National Energy Action supports people who are struggling to afford a warm and safe home.

Website: nea.org.uk/get-help



Worried about paying for your LPG?

Start by talking to us

Everyone's circumstances are different. Our Customer Experience team can talk through your account with you and look at the options that may be available.

Depending on your circumstances, these could include:

- reviewing how you're currently paying
- discussing Direct Debit amendments
- looking at suitable payment options
- checking whether support may be available through our Winter Support Fund
- reviewing your account and the options available to you
- pointing you towards other organisations or support where appropriate.

The important thing is to talk to us. A conversation can help us understand your circumstances and work out the right next step.

Speak to our Customer Experience Centre 0800 574 574



Heating your home off-grid?

If your home is heated using LPG, oil, coal or wood rather than mains gas, support may still be available.

Help buying heating fuel

If you can't afford to buy fuel at the moment, or you're worried you soon won't be able to, you may be able to get help towards the cost.

Speak to your local Citizens Advice to find out what support may be available in your area.

Citizens Advice England: 0800 144 8848

Citizens Advice Wales: 0800 702 2020

If your concern is about paying for your **Flogas LPG**, please speak to our Customer Experience team so we can look at your circumstances and the support options that may be available.

Please note: Support for prepayment meters relates to mains gas and electricity suppliers. Flogas does not provide prepayment meters.

Winter Fuel Payment

Help towards your winter heating costs

The Winter Fuel Payment is an annual payment designed to help eligible people with heating costs during winter.

For winter **2026/27**, you could receive between **£100 and £300**, depending on your circumstances.

You may qualify if you:

- were born on or before **27 June 1960**, and
- lived in England, Wales or Northern Ireland during the qualifying week of **21 to 27 September 2026**.

Most eligible people do not need to apply. If you're eligible, you should receive a notification letter during October or November 2026, with most payments made automatically in November or December.



If you don't receive qualifying benefits or recently deferred your State Pension, manual claims open on **21 September 2026**.

Winter Fuel Payment Centre: 0800 731 0160

More information: gov.uk/winter-fuel-payment

If you live in Scotland

You may instead receive the **Pension Age Winter Heating Payment**.

Payments range from **£105.55 to £316.70**, depending on your circumstances, and are made automatically from November.

Find out more at gov.scot.

Higher incomes

If your annual income is over **£35,000**, HMRC will recover the Winter Fuel Payment through the tax system. You can also choose to opt out of receiving it.

Warm Home Discount

You could receive £150 off your electricity bill

The Warm Home Discount Scheme provides eligible households with **£150 towards their electricity costs**.

This scheme is provided through mains electricity suppliers and does not apply to your Flogas LPG account.

Eligibility depends on your income, benefits and where you live.

For many eligible households, you won't need to apply. The discount is usually applied automatically between **October 2026 and March 2027**.

Government letters confirming eligibility are expected between October and December 2026.

If you live in Scotland

If you receive the Guarantee Credit element of Pension Credit, you should receive the discount automatically.

If you're on a low income and fall within the scheme's **broader group**, you'll need to contact your mains electricity supplier to apply.

Funding for the broader group in Scotland is limited and available on a first come, first served basis.

Check your eligibility: gov.uk/the-warm-home-discount-scheme

Cold Weather Payment

Extra help when temperatures fall

Between **1 November 2026 and 31 March 2027**, eligible households can receive **£25** when the average temperature in their area is recorded or forecast to be **0°C or below for seven consecutive days**.

You may qualify automatically if you receive certain benefits, including:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest.

You don't normally need to apply.

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

If you live in Scotland

Cold Weather Payments have been replaced by the **Winter Heating Payment**.

Eligible households receive a fixed payment of **£62**, regardless of the weather.



Child Winter Heating Payment

Extra support for eligible families in Scotland

The Child Winter Heating Payment is available to families in Scotland with children or young people who receive certain disability benefits.

For 2026/27, eligible families can receive **£265.50 for each eligible child or young person**.

Qualifying benefits include:

- the highest rate of Child Disability Payment
- the highest rate of Disability Living Allowance for Children
- the enhanced rate of the daily living component of Personal Independence Payment
- the enhanced rate of the daily living component of Adult Disability Payment.

Payments are made automatically and families should receive a letter confirming their eligibility.

The payment is tax-free.



Struggling with other energy bills?

Support may be available

If you owe money to a **mains gas or electricity supplier**, you may be able to apply for a grant towards your energy debt.

These grants relate to mains energy suppliers and are separate from your Flogas LPG account.

Some mains energy suppliers offer their own hardship funds, including:

- British Gas Energy Support Fund
- Scottish Power Hardship Fund
- OVO Energy Fund
- E.ON Energy Fund
- E.ON Next Energy Fund
- EDF Energy Customer Support Fund
- Octopus Energy's Octo Assist Fund.

Availability and eligibility vary, so check directly with your mains energy supplier before applying.

British Gas Energy Trust

If your mains energy supplier can't provide a grant, you may be able to apply to the British Gas Energy Trust.

You don't have to be a British Gas customer to be considered.

You'll usually need to get debt advice before applying.

Find debt advice: citizensadvice.org.uk/about-us/contact-us

British Gas Energy Trust: britishgasenergytrust.org.uk/grants-available

Is it your Flogas LPG you're worried about?

Speak to our Customer Experience team instead. We'll look at your account and talk through the support options that may be available.

You'll find our contact details at the back of this guide.

Before applying for an energy debt grant

Grant applications can ask for detailed information about your household finances, so it can help to prepare before you start.

You may want to ask a friend or family member to help you complete the application, or speak to Citizens Advice.

Some funds may also require you to complete a budget sheet with an adviser authorised by the Financial Conduct Authority.

Useful places to start

Find a debt adviser:

moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator

Check the FCA register:

register.fca.org.uk

MoneyHelper Budget Planner:

moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner

Always check the individual fund's website before applying so you know what information you'll need.

Help from your local council

Your local council may be able to help if you're struggling with essential household costs.

Depending on where you live and your circumstances, support could include help with:

- energy and water bills
- food
- essential household items
- housing costs
- other emergency household expenses.

England

Local support is available through council-run schemes, including the **Crisis and Resilience Fund**.

Scotland

You may be able to get help through the **Scottish Welfare Fund**.

Wales

You may be able to get help through the **Discretionary Assistance Fund**.

Some councils may also offer food vouchers for families during school holidays.

Support differs from one area to another, so contact your council to see what's available where you live.

Find your local council:

gov.uk/find-local-council

Local energy grants

There may also be grants or schemes in your area designed to help with energy costs or improve the energy efficiency of your home.

Your local council is a good place to start when looking for support available in your area.

Find your local council:

gov.uk/find-local-council



Extra help from your mains energy supplier

Priority Services Register

If you need additional support because of your age, health, disability or personal circumstances, you may be able to join your mains gas or electricity supplier's Priority Services Register (PSR).

The PSR is a service provided by mains energy networks and suppliers and is separate from your Flogas LPG account.

It is a free service designed to give extra help to customers who need it.

You may be eligible for reasons including:

- you've reached State Pension age
- you're disabled or have a long-term health condition
- you have children under five
- your circumstances mean you need additional support.

Depending on your needs and supplier, support may include:

- help reading your mains energy meter
- support with managing your mains energy account
- having bills sent or copied to a carer or someone you trust
- additional help during an interruption to your mains supply.

Speak to your mains electricity or gas supplier to find out what support is available.



Keeping warm and well this winter

Small changes around the home can help you feel more comfortable during colder weather.

Keep the warmth in

- ✓ Try to keep your main living room around 21°C and the rest of your home at least 18°C, where appropriate for you.
- ✓ Close curtains at night to help keep warmth inside.
- ✓ Keep furniture away from radiators so heat can circulate.
- ✓ During very cold weather, consider setting your heating to come on earlier rather than simply turning the thermostat higher.
- ✓ Heat your bedroom before going to bed.

Look after your heating

- ✓ Make sure your boiler is serviced and deal with any necessary repairs before colder weather arrives.
- ✓ Keep an eye on your LPG level, particularly when colder weather is forecast.

For gas safety information and to find a registered engineer, visit gassaferegister.co.uk.

LPG emergency?

If you smell gas, suspect a leak or have another LPG emergency, contact our Emergency Team straight away.

Emergency Team: 03457 200 100 **Available 24/7**

Use energy carefully

- ✗ Don't leave hot water running for longer than you need.
- ✓ Switch lights off when you leave a room.
- ✓ Use smaller lamps rather than lighting a whole room when appropriate.
- ✓ Switch electrical appliances off fully when they're not being used, where it is safe to do so.
- ✗ Avoid leaving devices charging unnecessarily.

Your winter checklist

A little preparation can help give you peace of mind before colder weather arrives.

- ☐ Check your LPG level.
- ☐ If your tank is at or below 40%, place an order on MyAccount or contact us to arrange your next delivery.
- ☐ Save the Flogas Customer Experience Centre number somewhere easy to find.
- ☐ Save the Flogas Emergency Team number somewhere easy to find.
- ☐ Find out what financial support you may be eligible for.
- ☐ Arrange any boiler servicing or repairs that are due.
- ☐ Keep a torch somewhere accessible in case of a power cut.
- ☐ Stay in touch with family, friends or neighbours during severe weather.
- ☐ Speak to Flogas if you're worried about managing your LPG costs.

Need to order LPG?

Order online: <https://myaccount.flogas.co.uk/>

Don't wait until your tank is empty. Keeping an eye on your level and planning your next delivery ahead of severe weather can help give you peace of mind.

Keep these numbers handy

Your useful winter contacts

Keep this page somewhere easy to find so you know who to contact if you need help.

Flogas Customer Experience Centre

For questions about your account, payments, LPG supply or the support that may be available to you:

0800 574 574

Calls from vulnerable customers are prioritised.

Flogas Emergency Team

If you smell gas, suspect a leak or have another LPG emergency:

03457 200 100

Available 24/7

Citizens Advice

Benefits, bills, debt and financial support.

England: **0800 144 8848**

Wales: **0800 702 2020**

StepChange

Free debt advice.

0800 138 1111

MoneyHelper

Free money and budgeting guidance.

0800 138 7777

Winter Fuel Payment Centre

0800 731 0160

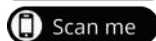


We're here when you need us

Winter can bring extra challenges, but support is available if you need it.

Whether you're worried about paying for your LPG, want to understand the options available on your account or need help finding wider financial support, please don't be afraid to ask.

For the latest information about winter support, visit our website or scan the QR code below.



flogas.co.uk

Keep our numbers handy

Customer Experience Centre:

0800 574 574

For account, payment, delivery and support queries.

Emergency Team:

03457 200 100

For LPG emergencies, including if you smell gas or suspect a leak.



The information in this guide was accurate at the time of print. Government schemes, eligibility criteria, payment amounts, dates and other support may change. Please check the relevant government website or support provider for the latest information.



We Do Energy,
Right by You.

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