

Know your rights in a changing energy market



Getting advice

It's easy to get free, independent advice about your energy supply. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

Visit www.citizensadvice.org.uk/energy or contact:

Citizens Advice consumer service

03454 04 05 06

Monday to Friday, 9am-5pm

Textphone 18001 followed by 03454 04 05 06

Citizens Advice consumer service

Post Point 24

Town Hall

Walliscote Grove Road

Weston-super-Mare

North Somerset BS23 1UJ

Take control and get a better energy deal

be an
energy
shopper

Thousands of people have already saved money on their energy bills, simply by shopping around. The energy regulator, Ofgem, has created an independent guide on how to shop around and help you get a better deal on your gas and electricity bills.

Visit www.goenergyshopping.co.uk/list

Reducing your bills

If you just want to pay less, there are lots of things you can do to save money, from making sure you are paying the lowest price to taking steps to reduce your consumption.

You can get help from the Government to make your home more energy efficient and save money on your bills. Find out about the Green Deal and other Government schemes.

Visit www.gov.uk/energy-grants-calculator or contact:

Energy Saving Advice Service
(England and Wales)

0300 123 1234

Textphone only 0208 747 3375

Lines open Monday to Friday, 9am-8pm

Saturday, 10am-2pm

Email: energy-advice@est.org.uk

NEST (Wales only)

The Welsh Government's fuel poverty scheme.

0808 808 2244

Lines open Monday to Friday, 9am-7pm

www.nestwales.org.uk

Home Energy Scotland (Scotland only)

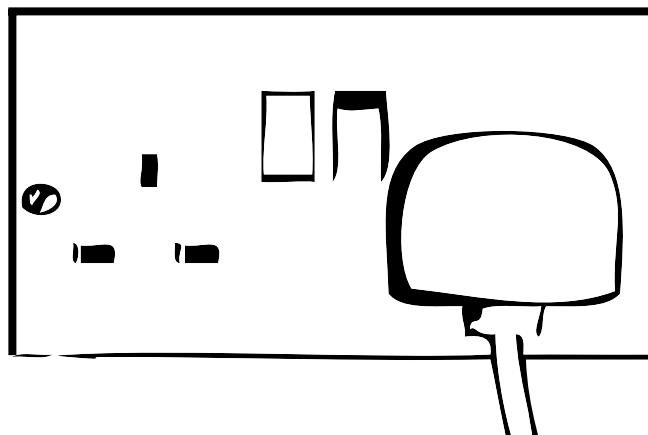
0808 808 2282

Lines open Monday to Friday, 8am-8pm

Saturday, 9am-5pm

Email: customer.feedback@est.org.uk

Textphone: 18001 followed by 0808 808 2282



Gwybod eich hawliau mewn marchnad ynni sy'n newid



Cael cyngor

Mae'n hawdd cael cyngor annibynnol am eich cyflenwad ynni. Efallai eich bod yn dymuno dod o hyd i well borgen, cael gwybod sut mae cwyno, cael cyngor am ansawdd eich cyflenwad trydan neu nwy, neu ofyn am gymorth os ydych chi'n cael trafferth talu eich biliau.

Ewch i www.citizensadvice.org.uk/energy neu cysylltwch â gwasanaeth defnyddwyr Cyngor ar Bopeth ar:

03454 04 05 05 (i gael y llinell yn yr iaith Gymraeg)

Mae'r llinellau ar agor o ddydd Llun i ddydd Gwener, 9am-5pm

Ffôn testun **18001** yna **03454 04 05 05**

Citizens Advice consumer service
Post Point 24
Town Hall
Walliscote Grove Road
Weston-super-Mare
North Somerset BS23 1UJ

Cymerwch reolaeth a chael borgen ynni well

bydd yn siopwr ynni

Mae miloedd o bobl eisoes wedi arbed arian ar eu biliau ynni, dim ond drwy chwilio o gwmpas. Mae'r rheoleiddiwr ynni, Ofgem, wedi creu canllaw annibynnol ar sut i chwilio am fargen well ar eich biliau nwy a thrydan.

Ewch i www.goenergyshopping.co.uk/list

Paratowyd gan Gyngor ar Bopeth a Chyngor ar Bopeth yr Alban ac anfonwyd atoch gan eich cyflenwr ynni.

Lleihau eich biliau

Os ydych eisiau talu llai ar eich biliau, mae llawer o bethau y gallwch eu gwneud i arbed arian, o wneud yn siwr eich bod yn talu'r pris isaf ar gyfer eich ynni, i gymryd camau i leihau eich defnydd ynni yn y cartref. Gallwch gael help gan y Llywodraeth i wneud eich cartref yn fwy ynni effeithlon er mwyn arbed arian ar eich biliau. I gael gwybod am gynlluniau eraill y Llywodraeth a'r Fargen Werdd, ewch i

www.gov.uk/energy-grants-calculator neu cysylltwch â:

Gwasanaeth Cyngor Arbed Ynni (Cymru a Lloegr)

0300 123 1234

Ffôn testun yn unig **0208 747 3375**

Mae'r llinellau ar agor o ddydd Llun i ddydd

Gwener, 9am-8pm

Dydd Sadwrn, 10am-2pm

E-bost: energy-advice@est.org.uk

NYTH (Cymru yn unig)

Cynllun Tlodi Tanwydd Llywodraeth Cymru

0808 808 2244

Mae'r llinellau ar agor o ddydd Llun i ddydd

Gwener, 9am-7pm

www.nestwales.org.uk

