

#### IF YOU ARE STRUGGLING.....

If they are worried about going out and being able to top up meters and could be using more power than normal because they are home. If people can they should ask friends and family to help, but some may not be able to.

If they contact the numbers below, some suppliers will send 2 weeks of power or similar.

**BRITISH GAS** If you're unable to do this, and you haven't got anyone to help you, please call 0330 100 0303 Monday to Friday, 9am-5pm and we'll help you.

**EDF** Call 0330 200 5110 We also operate a friendly, non-disconnection policy on most meters. So if you run out of credit after 6pm your electricity will not go off until 9am the next day. This operates from 6pm to 9am Monday to Friday, 6pm on Saturday and any time on a Sunday or Bank Holiday, until 9am the next day

**EON** If your meter falls below 50p of emergency credit for electricity, or if you're off supply for gas, you need to contact us and we will send an engineer to your home. It's important to remember that any credit we issue will need to be repaid in order to reinstate customers' energy supply. 0345 052 000

\* For electricity customers, where the meter is outside your property, we'll put enough credit on the meter to ensure you remain on-supply throughout your self-isolation period.

\* Where the meter is inside, we'll leave a meter key at your doorstep, make contact with you, and check the key works before leaving the property.

\* For gas customers, where the meter is outside, we'll supply a maximum of £5 credit (this an industry restriction) and will also send a card in the post containing extra credit.

\* Where the meter is inside, we'll still attend the property and supply a maximum of £5 credit and send a card in the post with additional credit

**N POWER** Call 0800 073 3000 No further details on the website.

**SCOTTISH POWER** Please call us on 0800 027 0072.

**SSE** call us on 0345 600 2006<<tel:03456002006>> (Monday to Friday: 8am-8pm; Saturday: 9am-6pm; Sunday: 9am-5pm) so we can work out how to help. Our call centre might be busier than usual, but bear with us. Once you're through we'll review your individual situation and talk you through the options.

Apologies some of you have had the following information already.

For those struggling to get out or need help:

This link is where people can ask for help <http://vas-swindon.org/coronavirus>

On the top bar Coronavirus- compassionate Swindon, drop down to 'I'm an individual looking for help', takes you to here <http://vas-swindon.org/coronavirus-im-an-individual-looking-for-help/>

**SBC** have a Live Well Hub and a compassionate Swindon group that have set up 'Here for Swindon', details below. Option number 3 has a phone number. Volunteers are currently being coordinated. <https://www.swindon.gov.uk/HereForSwindon>