

## Electricity and Gas debt

This fact sheet is for information only, and

### Main ideas

- If you are in financial hardship, negotiate a repayment plan with the electricity/gas retailer.
- EAPA vouchers can help people in short-term financial hardship, crisis or emergency with energy debt.
- Free financial counsellors can help you figure out what you can afford and can help you negotiate a payment plan.

### In this fact sheet:

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## You may be able to get help with electricity and gas debts

**Prevent electricity and gas debts building up**

**Check you owe the debt**

**Ask for a payment plan**

**Work out what you can afford to pay**

**Ask for a financial hardship arrangement**

Contact the electricity/gas supplier (a free f

Make a complaint before you can sue. If you have a complaint, you should first try to resolve it with the company. If you can't, you can contact EWON.

## **If the company will not agree, contact EWON**

EWON is a free service that helps you resolve your energy complaint. You can contact them by phone, email or through their website.

## **If you get a disconnection notice**

If you receive a disconnection notice, you should contact your energy company immediately to discuss the notice and your options.

## **Switching to another energy company**

Switching to another energy company is a straightforward process. You can compare different energy providers and their offers.

## **Need more help?**

[Visit our Useful Links page for contact details](#)

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