



Contact MABS, the Money Advice & Budgeting Service. MABS is a free, independent and confidential service, that provides practical support and advice on managing money and debts, including energy bills.

Call: 0818 07 2000,
Mon-Fri 9am-8pm
or visit: mabs.ie



Contact the Commission for Regulation of Utilities (CRU). They can help you understand your rights as an energy consumer.

Call: 1800 404 404
or visit: cru.ie



YOU'RE NOT ALONE

If you are over 60 contact ALONE on their National Support & Referral Line for a range of supports & assistance with energy bills.

Call: 0818 222 024,
Mon-Sun 8am-8pm
or visit: alone.ie



If you would like further advice on how to reduce your energy use at home then visit the **Sustainable Energy Authority of Ireland** at seai.ie/reduceyouruse



More information on the services and supports available can be found at gov.ie/ReduceYourUse

Struggling to pay your energy bills?

Support is available.

Visit gov.ie/ReduceYourUse



REDUCE YOUR USE

Visit gov.ie/ReduceYourUse

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Rialtas na hÉireann
Government of Ireland



Over recent months, we've all been dealing with the reality of rising energy bills. Many of us have made changes to reduce our energy use. Government is very aware of the impact this is having on households across the country and has put in place a range of supports to help those most at risk from increasing energy costs.

If you are finding it difficult to pay your energy bills, please be advised:

Visit [gov.ie/ReduceYourUse](https://www.gov.ie/ReduceYourUse)

- **Contacting your energy supplier** is really important. Contact information is overleaf.
- You will not be disconnected if you are engaging with your supplier, so talking to them early is really important.
- If you are registered with your supplier as a **vulnerable customer** there are extra protections from disconnection.
- Suppliers will offer a **repayment plan** that takes into account your ability to pay if you have built up any debt.
- Many suppliers are also signed up to the **Energy Engage Code** which offers a range of protections once you engage with your supplier.
- Your energy supplier may have a **hardship fund** aimed at helping customers experiencing financial difficulty, more information on this can be found on your supplier's website.
- An **Additional Needs Payment** is a payment available to you if you have essential expenses that you cannot pay from your weekly income. This is a means tested payment and is administered by the Department of Social Protection's Community Welfare Service. You can find out more at [gov.ie/ANP](https://www.gov.ie/ANP)

Visit [gov.ie/ReduceYourUse](https://www.gov.ie/ReduceYourUse)

Finding it difficult to pay your energy bills?

Contact your energy supplier by visiting their website, digital support hub or by calling them. Check with your supplier on the best method to contact them.

Electric Ireland

1800 504021 | [electricireland.ie](https://www.electricireland.ie)

Bord Gáis Energy

01 6110101 | [bordgaisenergy.ie](https://www.bordgaisenergy.ie)

SSE Airtricity

0818 812 220 | [sseairtricity.com](https://www.sseairtricity.com)

Energia

0818 405 405 | [energia.ie](https://www.energia.ie)

Prepay Power

1800 911 977 | [prepaypower.ie](https://www.prepaypower.ie)

Flogas Ireland

041 214 9500 | [flogas.ie](https://www.flogas.ie)

Pinergy

0818 363 749 | [pinergy.ie](https://www.pinergy.ie)

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