

PFP Energy payment advice – COVID-19

Current measures

We understand that the emerging COVID-19 (Coronavirus) situation may be a worrying time for our customers, so we want to assure you that we are doing everything possible to support you through this difficult time. This will include, in the appropriate situations, financial support such as setting up payment plans or pausing debt repayment for a period of time. No credit meters will be disconnected during the outbreak, however please be mindful that any support we provide you now will need to be repaid at a future date.

We ask that all customers self-serve where possible to ensure our phone lines are kept free for urgent enquiries and our most vulnerable customers.

Income support due to recent job loss or reduced hours

If you are currently in financial difficulty due to a recent reduction in income or job loss, we would like to work together to ensure this has as little impact as possible on any account debit amounts. The Government have put together information about employment and financial support that will be available. This includes Universal Credit, Employment and Support Allowance and more so we recommend checking which support you're eligible for [here](#).

Struggling to pay bills

We are closely following the guidance provided by both the Government and Ofgem at this time to make sure that our customers are able to heat and light their home during the COVID-19 situation. If you are struggling to pay your bills there are a range of options that can be discussed on a case by case basis. These options include:

- Considering reassessing, reducing or pausing debt repayment and bill payments if you are in financial distress
- We have suspended all warrant activity to disconnect customers for non-payment at this time (unless this is for safety, theft or vacant properties)
- We will support prepayment meter customers directly or indirectly wherever possible to help you to stay on supply.

Direct Debit top up payments

You may find that your consumption increases over the next few weeks due to being at home for longer periods. There are ways that you can look to reduce your consumption and we've supplied a list of quick [energy saving tips](#) to follow. If you need to top up your account, there are many simple and straightforward ways to do so both online and by automated phone line.

We need you to self-serve where ever you can using your online account and our automated payment and meter reading line. This will ensure our phone lines are freed up for our most vulnerable customers who may not have access to online services.

Provide meter reads via 01772 395777, selecting option 3.

Provide payments via 01772 395774.

It's easy to top up online through the [My Account](#) portal and don't worry if you haven't set up your account yet as all you will need is your account number and email. If you can't access the My Account portal, there's also the option of topping up your account by chatting to us via [web chat](#), [email](#), [Facebook](#) or [Twitter](#). Please remember to include your account number when speaking to us so that we can help as quickly as possible. There's also the option to phone our automated payments line on 01772 395774 and pressing option 1.

Further advice

If you require further advice we have provided some links below to organisations that may be able to help:

- Citizens Advice (03454 040506) - <https://www.citizensadvice.org.uk>
- StepChange Debt Charity (0800 138 1111) - <https://www.stepchange.org>
- National Debtline (0808 808 4000) - <https://www.nationaldebtline.org>
- Money Advice Service (0300 500 5000) - <https://advice-debts.com>
- My Money Steps (0808 808 4000) - <https://www.mymoneysteps.org>
- Visit Turn2us a national charity's website who can help with charitable grants, support services and welfare benefits: <https://www.turn2us.org.uk/>
- Visit The British Gas energy trust who are an independent charity who offer grants to help towards your energy debt: <https://www.britishgasenergytrust.org.uk/>
- Information on the [employment and financial support](#) announced by the government on 20 March is available on GOV.UK

Some of the resources we have linked above are currently running at a reduced capacity due to the lower staff numbers. We are advising customers to use the online resources where possible, to help the above organisations deal with an increase in demand.