

Energy support available to households in Wales



As the cost of living has increased, more of us are worried about being able to pay our energy bills.

And if you're on a tight budget, you may already be struggling. If you can't afford the energy you need or are already in debt with your energy supplier, there is help available.

This short guide, prepared with **National Energy Action**, provides the latest information on energy-related support available for households in Wales.



Financial support with energy costs

The **Winter Fuel Payment** is a payment between £100–300 to help pay your heating bills. Most people get Winter Fuel Payment automatically if they’re eligible. If you’re eligible, you’ll receive a letter in October or November saying how much you’ll get. Find out more at: gov.uk/winter-fuel-payment

The **Warm Home Discount Scheme** is a one-off £150 discount off your electricity bill. If you’re eligible, your electricity supplier will automatically apply the discount to your bill. Further details can be found at: gov.uk/the-warm-home-discount-scheme

You may get **Cold Weather Payments** if you’re getting certain benefits or Support for Mortgage Interest. If you’re eligible, you’ll get these payments automatically. For more information on the scheme and for updates, you can find these at: gov.uk/cold-weather-payment

If you are in extreme financial hardship, or in a crisis situation and in need of immediate financial support you can apply for an Emergency Assistance Payment (EAP) from the **Welsh Government’s Discretionary Assistance Fund**. You can use this to pay for emergency costs, standard mains energy and off-grid heating fuels or other essentials. You do not have to pay this money back, but you cannot use it to pay for ongoing bills that you cannot afford to pay. To find out more and apply visit: giv.wales/discretionary-assistance-fund-daf or call **0800 859 5924** (10.00am–4.00pm Monday to Friday).

If you prepay for your energy but are in a financial crisis, you may be eligible for the **Fuel Voucher Scheme**. These can be used to prepay for gas or electricity, or to buy heating oil or LPG. The vouchers are distributed by the Fuel Bank Foundation, working in partnership with the Welsh Government. Contact Advicelink Cymru on **0800 702 2020** to find out more.

Smart meters and accurate billing

Smart meters are a good place to start getting more in control of your energy. With no extra cost, there are lots of benefits of getting a smart meter, including:

- **no more estimated bills:** smart meters record your energy use and automatically send the readings to your energy supplier. Smart pre-pay users can also top up online, by phone or in shops.
- **near real-time information:** smart meters come with an in-home display (IHD) which shows how much energy you’re using.
- **access to more tariffs:** smart meters allow you to access flexible energy schemes and tariffs which can help you save money.

Accessible in-home displays are also available for people who are blind, partially sighted, or have dexterity or memory issues. A number of energy suppliers have signed up to voluntary principles to repair or replace broken displays even after the initial 12-month guarantee period.

Find out more about smart meters at smartenergygb.org

Priority Services Register (PSR)

The **PSR** is a free and voluntary system for people who:

- have a disability
- have a long-term health condition
- are of pensionable age
- households with young children
- those relying on medical equipment

Benefits include:

- advance notice of power cuts
- priority reconnection
- accessible billing (e.g. large print, Braille)

To register, call: **0800 169 9970** or speak directly to the energy supplier.



Support for households in energy debt

If someone is struggling with energy debt, they should:

- contact their energy supplier to request payment plans or emergency credit. If they know there is a problem, they are required to work with you to find a solution, including if you are on a prepay meter.
- check the section “Grants to help pay off your energy debts” on the Citizens Advice website to see if your supplier can help.

Sources of free advice and support

Citizens Advice Free advice for all types of debt, income benefits and money guidance.	0800 240 4420 Welsh-speaking: 0800 702 2020
PayPlan Free debt advice	0800 802 2000
StepChange Free debt management advice	0800 138 1111
MoneyHelper Government-backed financial guidance	0800 138 7777
National Debtline Free independent debt advice	0808 808 4000

Help with energy efficiency and staying warm

National Energy Action’s (NEA) Energy Advice and Support Helpline offers free advice on your energy bills and keeping warm in your home. NEA can also help you work out if you’re getting all the benefits you’re entitled to. Website: nea.org.uk/energyhelp
Freephone: **0800 304 7159**
Webchat: nea.org.uk/webchat

Care & Repair Cymru Care and Repair helps older people live in safety and comfort in their own homes. Visit: careandrepair.org.uk
Call your local Care & Repair: **0300 111 3333**

Where to find more resources

Smart Energy GB, in partnership with National Energy Action, has developed a comprehensive practical guide for households called *Advice if you’re worried about higher energy bills*.

You can access the guide and a range of other free, shareable resources here: resourcecentre.smartenergygb.org



Material accurate as of May 2026. For updates, please check the web links provided.

Cymorth gyda chostau ynni

Mae'r **Taliad Tanwydd Gaeaf** yn daliad rhwng £100–300 i helpu talu eich biliau gwresogi. Mae'r rhan fwyaf o bobl yn cael y Taliad Tanwydd Gaeaf yn awtomatig os ydyn nhw'n gymwys. Os ydych chi'n gymwys, fe gewch chi lythyr ym mis Hydref neu Dachwedd yn dweud faint y byddwch chi'n ei gael. Mae mwy o wybodaeth yn: gov.uk/taliad-tanwydd-gaeaf

Mae'r **Cynllun Gostyngiad Cartref Cynnes** yn ostyngiad untro o £150 oddi ar eich bil trydan. Os ydych chi'n gymwys, bydd eich cyflenwr trydan yn cymhwyso'r gostyngiad i'ch bil yn awtomatig. Mae manylion pellach ar gael yn: gov.uk/cynllun-gostyngiad-cartrefi-cynnes

Efallai y byddwch chi'n cael **Taliadau Tywydd Oer** os ydych chi'n derbyn budd-daliadau penodol neu Gymorth Llog Morgais. Os ydych chi'n gymwys, byddwch chi'n cael y taliadau hyn yn awtomatig. Am ragor o wybodaeth am y cynllun ac i gael gwybod y diweddaraf, ewch i: gov.uk/taliad-tywydd-oer

Os ydych chi mewn caledi ariannol eithafol, neu mewn sefyllfa o argyfwng ac mae angen cymorth ariannol arnoch ar unwaith, gallwch chi wneud cais am Daliad Cymorth Brys (EAP) gan **Gronfa Cymorth Dewisol Llywodraeth Cymru**. Gallwch ddefnyddio hwn i dalu am gostau brys fel ynni neu tanwydd safonol neu hanfodion bywyd eraill. Nid oes angen i chi dalu'r arian hwn yn ôl, ond ni allwch ei ddefnyddio i dalu biliau parhaus na allwch fforddio i'w talu. Am fwy o wybodaeth ac i wneud cais ewch i: llyw.cymru/cronfa-cymorth-dewisol-daf neu ffoniwch **0800 859 5924** (10.00am–4.00pm o ddydd Llun i ddydd Gwener).

Os ydych chi'n talu ymlaen llaw am eich ynni ond eich bod mewn argyfwng ariannol, efallai y byddwch chi'n gymwys am y **Cynllun Talebau Tanwydd**. Gellir defnyddio'r rhain i dalu ymlaen llaw am nwy neu drydan, neu i brynu olew gwresogi neu LPG. Mae'r talebau'n cael eu dosbarthu gan Fuel Bank Foundation, gan weithio mewn partneriaeth â Llywodraeth Cymru. Cysylltwch ag Advicelink Cymru ar **0800 702 2020** i gael gwybod mwy.

Mesuryddion clyfar a biliau cywir

Mae mesuryddion clyfar yn lle da i ddechrau mynnu mwy o reolaeth ar eich ynni. Does dim cost ychwanegol, ac mae llawer o fanteision i gael mesurydd clyfar, gan gynnwys:

- **dim rhagor o filiau wedi'u hamcangyfrif:** mae mesuryddion clyfar yn recordio eich defnydd o ynni ac yn anfon y darlleniadau'n awtomatig at eich cyflenwr ynni. Hefyd, gall defnyddwyr rhagdalw clyfar ychwanegu credyd ar-lein, dros y ffôn neu mewn siopau.
- **gwybodaeth bron mewn amser real:** mae mesuryddion clyfar yn dod gyda sgrîn ynni cartref (IHD) sy'n dangos faint o ynni rydych chi'n ei ddefnyddio.
- **mynediad at fwy o dariffau:** mae mesuryddion clyfar yn rhoi mynediad i chi at gynlluniau a thariffau ynni hyblyg a all eich helpu i arbed arian.

Mae **sgriniau ynni cartref hygyrch** hefyd ar gael i bobl sy'n ddall, yn rhannol ddall, neu sydd â phroblemau dehurwydd neu gyda'r cof. Mae nifer o gyflenwyr ynni wedi ymrwymo i egwyddorion gwirfoddol i drwsio neu newid sgriniau ynni cartref diffygiol hyd yn oed ar ôl y cyfnod gwarant cychwynnol o 12 mis.

I gael gwybod mwy am fesuryddion clyfar, ewch i smartenergygb.org

Y Gofrestr Gwasanaethau Blaenoriaeth

Mae'r **Gofrestr Gwasanaethau Blaenoriaeth** yn system wirfoddol am ddim i bobl sydd:

- ag anabledd
- â chyflwr meddygol hirdymor
- o oedran pensiynadwy
- aelwydydd â phlant bach
- pobl sy'n dibynnu ar gyfarpar meddygol

Mae'r buddion yn cynnwys:

- rhybudd ymlaen llaw am doriadau trydan
- blaenoriaeth wrth ailgysylltu'r cyflenwad
- bilio hygyrch (e.e. print bras, Braille)

I gofrestru, ffoniwch: **0800 169 9970** neu siaradwch yn uniongyrchol â'ch cyflenwr ynni.



Cymorth i aelwydydd mewn dyled ynni

Os yw rhywun yn cael trafferth gyda dyled ynni, dylent:

- gysylltu â'u cyflenwr ynni i ofyn am gynlluniau talu neu gredyd brys. Os ydyn nhw'n gwybod bod yna broblem, mae'n ofynnol iddynt gydweithio â chi i ddod o hyd i ateb, gan gynnwys os ydych ar fesurydd rhagdalw.
- mynnwch gip ar yr adran "Grantiau i helpu i dalu eich dyledion ynni" ar wefan Cyngor ar Bopeth i weld a all eich cyflenwr helpu.

Ffynonellau cyngor a chymorth am ddim

Cyngor ar Bopeth Cyngor am ddim ar bob math o ddyled, budd-daliadau incwm ac arweiniad ariannol.	0800 240 4420 Cyngorydd sy'n siarad Cymraeg: 0800 702 2020
PayPlan Cyngor am ddim ar ddyled	0800 802 2000
StepChange Cyngor rheoli dyled am ddim	0800 138 1111
HelpwrArian Canllawiau ariannol a gefnogir gan y llywodraeth	0800 138 7777
Y Llinell Ddyled Genedlaethol Cyngor annibynnol am ddim ar ddyled	0808 808 4000

Cymorth gydag effeithlonrwydd ynni a chadw'n gynnes

Mae **Llinell Gymorth Cyngor a Chefnogaeth Ynni National Energy Action (NEA)** yn cynnig cyngor am ddim ar eich biliau ynni a chadw'n gynnes yn eich cartref. Gall NEA hefyd eich helpu i weithio allan a ydych chi'n cael yr holl fudd-daliadau y mae gennych hawl iddynt. Gwefan: nea.org.uk/energyhelp
Rhadffon: **0800 304 7159**
Sgwrs we: nea.org.uk/webchat

Gofal a Thrwsio Cymru Mae **Gofal a Thrwsio** yn helpu pobl hŷn i fyw mewn diogelwch a chysur yn eu cartrefi eu hunain. Ewch i: careandrepair.org.uk
Ffoniwch eich Gofal a Thrwsio lleol: **0300 111 3333**

Ble i ddod o hyd i fwy o adnoddau

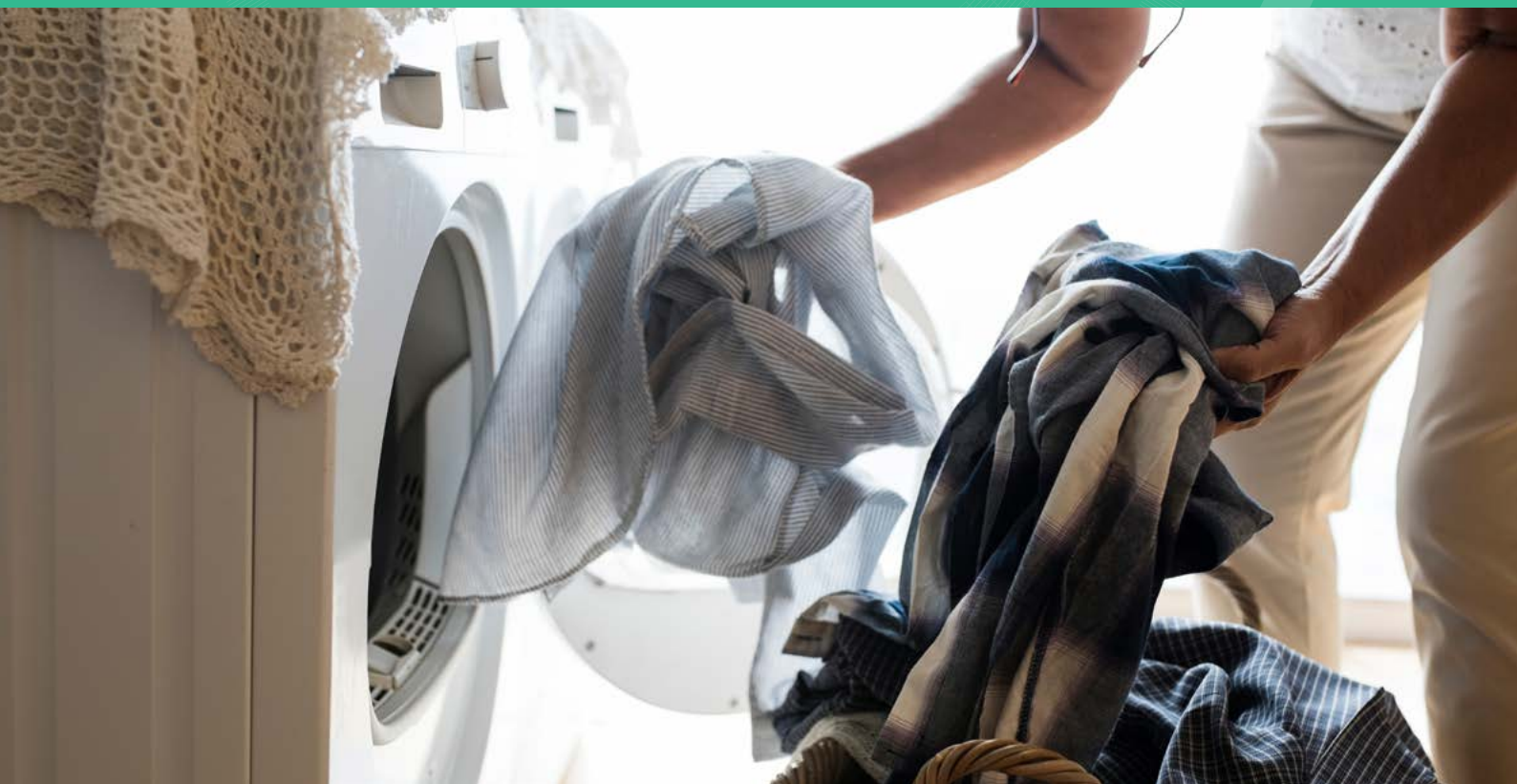
Mae Ynni Clyfar GB, mewn partneriaeth â National Energy Action, wedi datblygu canllaw ymarferol cynhwysfawr i aelwydydd o'r enw *Cyngor os ydych chi'n poeni am filiau ynni uwch*.

Gallwch gyrchu'r canllaw ac amrywiaeth o adnoddau eraill y gellir eu rhannu am ddim yma: resourcecentre.smartenergygb.org



Deunyddiau'n gywir ym mis Mai 2026. Am ddiweddariadau, gwiriwch y dolenni gwe a roddir.

Cymorth ynni sydd ar gael i aelwydydd yng Nghymru



Wrth i gostau byw gynyddu, mae mwyfwy ohonon ni'n poeni am allu talu ein biliau ynni.

Ac os ydych chi ar gyllideb dynn, efallai eich bod chi eisoes yn ei chael hi'n anodd. Os na allwch chi fforddio'r ynni sydd ei angen arnoch chi neu rydych eisoes mewn dyled gyda'ch cyflenwr ynni, mae cymorth ar gael.

Mae'r canllaw byr hwn, a baratowyd gyda **National Energy Action**, yn rhoi'r wybodaeth ddiweddaraf am y cymorth ynni sydd ar gael i aelwydydd yng Nghymru.

