

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 **Advice Direct Scotland, Home Energy Scotland, Energy Action Scotland, Changeworks** and others provides the latest information on energy-related support available for households in Scotland.

Advice and support

Advice Direct Scotland: Energy advice and complaint support	0808 196 8660
Citizens Advice Scotland: Debt advice and energy help	0800 240 4420
Energy Advice Scotland: Specialist support for energy-related issues	energyadvice.scot
StepChange: Debt management advice	0800 138 1111
MoneyHelper: Government-backed financial guidance	0800 138 7777

Where to find more resources

Smart Energy GB, in partnership with Energy Action Scotland and 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 July 2026. For updates, please check the web links provided.

Energy support available to households in Scotland



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Financial support with energy costs

The **Scottish Welfare Fund** provides **Crisis Grants** to help people aged 16 or over or who are on low income or receiving qualifying benefits with essential costs, including energy bills. You have to apply through your local council. More information can be found via: mygov.scot/scottish-welfare-fund

The **Winter Heating Payment** provides an annual payment to people in receipt of certain benefits who might have extra heating needs during the winter. Details for the scheme are made available ahead of Winter each year. For more information, go to: mygov.scot/winter-heating-payment

The **Pension Age Winter Heating Payment** helps people of State Pension age pay their heating bills. It's paid once a year and replaced Winter Fuel Payment for people in Scotland. Payments range from £100–300. Most eligible people get the payment automatically and do not need to apply. For information, visit: mygov.scot/pension-age-winter-heating-payment

The **Child Winter Heating Payment** is a Scottish Government benefit, paid once a year, to help disabled children and young people and their families with increased heating costs over winter. The payment for winter 2025–26 was £255.80. For more information, visit: mygov.scot/child-winter-heating-payment

Support for households in energy debt

Those struggling with energy debt should:

- contact their energy supplier to request a plan 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.
- search online for 'Citizens Advice grants and benefits'
- call Advice Direct Scotland: **0808 196 8660**

Smart meters and accurate billing

With no extra cost, there are lots of benefits of getting a smart meter, including:

- **no more estimated bills:** smart meters automatically send readings to your energy supplier so your bill is accurate, not estimated
- **near real-time information:** smart meters come with an in-home display 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
- **smart prepayment:** for those who prepay, having a smart meter means they can top up remotely, and receive financial support automatically

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

Learn about smart meters at smartenergygb.org

Priority Services Register (PSR)

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

- have a disability
- have a long-term health condition
- are of pensionable age

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 your energy supplier.

Help with energy efficiency and staying warm

Home Energy Scotland offers free, impartial advice on how to make your home warmer, including finding funding for insulation and heating upgrades, and tips to reduce energy bills.

Website: homeenergyscotland.org

Freephone: **0808 808 2282**

