

British Gas/Scottish Gas

New and existing customers: 0333 202 9532
www.britishgas.co.uk



Services Customer Relations

PO Box 699
Winchester
SO23 5AR

npower

Existing customers (monthly direct debit): 0845 070 4851
Existing customers (bill and quarterly direct debit): 0845 070 4850
New customers: 0800 073 3000
www.npower.com

E.on Next

New customers to Eon: 0345 301 4905
Existing customers (for moving home): 0345 303 3020
Existing customers (to query a bill): 0345 052 0000
Existing customers (for prepayment): 0345 303 3010
www.eonenergy.com

Scottish Power

New and existing customers (online): 0845 270 6543
New and existing customers (domestic): 0845 270 0700
www.scottishpower.co.uk

SSE

New and existing customers: 0800 975 0485
www.sse.co.uk

www.southern-electric.co.uk

Including Swalec

Existing customers (electricity): 0800 052 5252

Existing customers (gas): 0800 052 0567

New customers: 0800 028 3028

www.swalec.co.uk

Including Scottish Hydro Electric

New and existing customers: 0800 980 9628

www.hydro.co.uk

Including Southern Electric

New and existing customers: 0800 980 9651

www.southern-electric.co.uk

Including Atlantic

Existing Customers: 0800 980 8437

www.atlantic.co.uk

EDF Energy

Existing customers: 0800 096 9000

New customers: 0800 056 5927

www.edfenergy.com

The Others

Opus Energy

Sales: 0160 432 1466

Email: sales@opusenergy.com

Customer Service Phone: 0843 227 2377

Customer Service Email: contactus@opusenergy.com

Complaints Phone Number: 0800 630 0841

Other Email: customercare@opusenergy.com

Haven Power

Customer Service Phone: 01473 277556

Customer Service Email: contact.us@havenpower.com

Complaints Telephone: 01473 725943

Complaints Email: customer.relations@havenpower.com

Other Email: enquiries@havenpower.com & info@havenpower.com

Niccolo Gas

Customer Service Phone: 0131 610 8868

General Email: info@niccolo.co.uk

Complaints Phone: 0131 610 8868

Complaints Email: richard@niccolo.co.uk

Other Emails: billing@niccolo.co.uk

To terminate: terminations@niccolo.co.uk

website: www.niccolo.co.uk

CNG Energy

Customer Service Phone: 01423 502 554

General Email: info@cngltd.co.uk

Complaints Phone: 01423 502554

Complaints Email: service@cngltd.co.uk

Other Emails: billing@cngltd.co.uk

To terminate, info@cngltd.co.uk should be the correct email but you can also try terminations@cngltd.co.uk

Dual Energy – Now Smart Energy

Customer Service Phone Number: 01903 703 400

Customer Service Email: customer.services@dual-energy.co.uk

Change of Tenancy Email: cots@dual-energy.co.uk

Gazprom

Customer Service Phone Number: 0845 230 0011

General Email: enquiries@gazprom-energy.com

Termination Email: termination@gazprom-energy.com

Other Emails: info@gazprom-energy.com

Crown Gas & Power

Sales Phone Number: 0161 762 1883

Sales Email: sales@crowngas.co.uk

Customer Services Phone Number: 0161 762 7744

Customer Services Email: hello@crowngas.co.uk

Accounts Phone Number: 0161 762 7744

Accounts Email: accounts@crowngas.co.uk

Complaints Department Phone Number: 0161 762 7744

Complaints Department Email: complaints@crowngas.co.uk

Total Gas & Power

Customer Service Phone Numbers: 0333 003 7874

Large Business Phone Number: 0800 542 3275

General Customer Service

Email: customercare@totalgp.com & Customer.services@totalgp.com

Other Customer Service Email: gp.redhill.customercare@totalgp.com

Termination Email: terminations@totalgp.com

Yu Energy

Customer Service Phone Numbers: 0115 975 8258 – (Mon-Fri 9am-5:30pm)

Large Business Phone Number: 0800 542 3275

General Customer Service Email: customercare@yuenergy.co.uk

Termination Email: Same as above customercare@yuenergy.co.uk

Ebico

Existing customers: 0800 096 6344

New customers: 0800 458 7689 and 01993 608404

www.ebico.co.uk

Ecotricity

New and existing customers: 0800 0302 302
www.ecotricity.co.uk

Good Energy

Existing customers: 0845 601 1410
New customers: 0845 456 1640
www.goodenergy.co.uk

Green Energy UK

Existing customers: 0800 783 8851
New customers: 0800 954 0675
www.greenenergyuk.com

Ovo

New and existing customers: 0800 5999 440
From mobiles: 0117 332 3728
Complaints Helpline: 0330 102 7517
www.ovoenergy.com

The Utility Warehouse

Existing customers: 0333 777 0777
New customers: 0333 777 0777
www.uw.co.uk

Utilita

New customers: 0845 8830146
Prepayment customers: 0845 4504357
Direct debit customers: 0845 3311499
www.utilita.co.uk