



Am I eligible for the Hardship Support Plan?

This plan is designed for individuals who are experiencing financial difficulty, particularly when dealing with energy bills.

You may be eligible if you:

- Are on a low income or receiving benefits (e.g. Universal Credit, ESA, JSA, Pension Credit)
- Are struggling to afford your energy bills
- Have energy debt or arrears
- Are relying on emergency credit (prepayment meter)
- Are currently facing a reduction or delay in income

How it works

We'll ask a few simple questions about your financial situation.
In some cases, we may request basic supporting information.

Important

- You don't need to meet every point above
- Eligibility is based on your individual financial circumstances
- Final decisions are made at our discretion to ensure support is provided fairly

Not sure?

If you're finding it difficult to manage your energy costs, we encourage you to get in touch — we're here to help.

Start your enquiry today

CALL - 0151 272 1238

EMAIL - Info@communityenergyadvocacy.org