

Guidance and support

What is the price cap?

The price cap sets a limit on the amount energy suppliers can charge for each unit of gas and electricity. This includes a maximum daily standing charge (what we pay to have our home connected to the grid).

While we don't increase or decrease the price of energy, we calculate the level of the government's Energy Price Cap that applies to default energy tariffs, so if you're on a fixed-term energy deal, the cap doesn't apply. That means there's no upper limit to what you could pay. [Find out more](#) about how the price cap may affect you, on our website.

What support is available?

If you are worried about paying your energy bills, there are several options available:

- **Your supplier**

Contact your supplier as soon as you can to let them know you may not be able to pay your bill. They must work with you to agree a payment plan under Ofgem rules. If you qualify they may also be able to provide access to hardship funds and the [Priority Services Register](#). Talk to your supplier about other grants and schemes they offer, such as free boiler checks and upgrades.

If you have received a back-bill, [read our helpful guide](#).

- **Governments**

You might qualify for the following:

- [Winter Fuel Payment](#) – a £100 to £300 fuel payment for people born on or before 5 October 1954.
- [Cold Weather Payment](#) – a £25 payment for every 7 days of very cold weather between November and March.
- [Warm Home Discount](#) – a £140 discount for some people getting Pension Credit or some people in low-income households.
- [Fuel Direct Scheme](#) - can help you repay a debt from benefit payments.
- [Breathing Space Scheme](#) – can give you up to 60 days space from creditors to focus on getting debt advice and finding a resolution.
- [Winter Fuel Support Scheme](#) (Wales only) – one-off £200 payment for low-income households
- [Child Winter Heating Assistance](#) (Scotland only) - £202 payment to help disabled children and young people and their families with increased heating costs over winter.

- **Consumer groups and charities**

Organisations like Citizens Advice, Money Advice Service and StepChange, as well as local community groups are available to provide advice and support. If you need help with calculating debts and understanding what your options are, they should be your first port of call. They can access fuel voucher schemes and grants, as well as guide you through claiming the above government funding.

Other tips

Use the [Simple Energy Advice calculator](#) to see how you can improve your energy efficiency, including the ECO scheme.

You can also learn about schemes run by your local council. Energy efficiency improvements cover things like home heating, free boiler replacement and roof insulation.