

SSE Supports Big Energy Saving Week

Monday 27 January, 2014

SSE is once again supporting Big Energy Saving Week (27 -31 January) designed to help consumers take action to help reduce their energy bills.

This is the third year SSE has co-funded this national campaign which is led by Citizens Advice and supported by a number of charities, government and the energy industry.

Throughout Big Energy Saving Week, SSE's energy experts will be out and about giving advice on the changes people can make to help make their homes warmer and lower their energy bills.

In addition, SSE's 4,000-strong customer service staff located across England, Scotland and Wales, will also be on-hand to provide advice on what customers can do to make savings.

SSE can help ensure customers:

- Are on the right tariff for their needs. Are paying by the cheapest method such as Direct Debit and paperless bills.
- Are taking advantage of any funding assistance available - including help with paying their energy bill or installing free energy efficiency measures including replacement boilers, heating systems and insulation.
- Have carried out an online energy efficiency survey to pin point any further improvements they can make.

Tony Keeling, Director of Customer Service at SSE, said: "This week is an important event and is a great example of how the energy industry, government and charitable bodies can all work together to achieve one aim: to promote the help available to people to reduce their energy bill.

"We understand the pressures households are under but our message is that we are here to help and can provide continuous year-round support to customers in managing and reducing their energy."

This financial year, around 350,000 of SSE's customers will receive financial assistance through the Warm Home Discount scheme and over 250,000 customers have been supported through payment plans designed specifically to suit their needs. SSE is also set to install around 100,000 energy efficiency installations by the end of this year as part of the Energy Company Obligation.

Tony added: "We encourage people to take action from the great advice on offer during Big Energy Saving Week to find out ways they can save money. Any customer worried about their energy bills should also contact us and we can find ways to help them."

Customers having difficulty with payments or concerned about their fuel bills can contact us on 0800 072 7222.

There is also lots of energy efficiency advice and tips on our websites at:

www.hydro.co.uk
www.southern-electric.co.uk
www.swalec.co.uk
www.sse.co.uk

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