



citrus energy
Refreshingly Different

PART OF THE
CUNNINGHAME
HOUSING ASSOCIATION
GROUP OF COMPANIES

CITRUS SWITCH FOR HOMES



Helping you to reduce your home energy bills

FREEPHONE: 0800 221 8089



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CITRUS SWITCH FOR HOMES

Over 60% of the UK population don't actively switch energy suppliers on a regular basis. Ofgem the industry regulator, recently found that between 2012 and 2017 at least one third of the UK population 'never' switched. They concluded that for those who haven't switched in this 5 year period they have paid £1500 more for their energy bills than they should have!

Prices continue to rise and Fuel Poverty continues to be a major issue! There is a very real fear of switching energy suppliers 'lack of trust, fear of the unknown, complicated process, bad experience' Just some of the reasons given by people who haven't switched.

Citrus Switch is here to help! Citrus Energy is a social enterprise subsidiary of award winning social landlord Cunninghame Housing Association. The Citrus switch service provides a free, independent and impartial service for all home energy users the length and breadth of the UK to use.



WE ARE DIFFERENT- Refreshingly!

SO WHY SHOULD YOU GIVE US A TRY?

• Phone Based

Call the citrus free-phone number and you will speak to a person who will assess your individual switch needs. They will ensure we take into account your benefit/income circumstances, your heating type and meter type and they will act in your best interests.

• Completely Impartial

Being a not for profit organisation Citrus main focus is to help you find the best savings, and we do. Over the last three years our average saving per annum for customers using our switch service has been £313. We search the full UK home energy market to find you the best deal in relation to your circumstances.

• Ongoing Support

Citrus staff will always ensure any energy related issues you have such as energy arrears or meter problems are dealt with before helping you to find the best energy deal. Once we do help you to switch, we don't go away, we will continue to provide ongoing support, helping you with any suppliers issues and continuing to look out for the best energy deals for you going forward.

• Hassle Free

Lots of people who have tried to switch in the past give up, suggesting it is too much hassle. We deal with the hassle on your behalf. We correspond with the energy suppliers for you and you don't have to!

CALL THE CITRUS FREEPHONE NUMBER ON

0800 221 8089

OR VISIT WWW.SWITCH.CITRUSENERGY.CO.UK

(CITRUS ENERGY IS NOT A SALES ORGANISATION AND WILL AT ALL TIMES GIVE IMPARTIAL ADVICE IN RELATION TO YOUR INDIVIDUAL NEEDS)



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LEMON AID FOR YOU



**Free and impartial energy advice
in the comfort of your own home**

FREEPHONE: 0800 221 8089



European Union



gov.scot

EUROPE & SCOTLAND

European Social Fund

Investing in a Smart, Sustainable and Inclusive Future



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**LEMON AID
FOR YOU**

Are You...

- Choosing between Heating and Eating?
- Worried about your gas and electricity debts?
- Struggling with your gas and electricity costs?
- In dispute with your energy supplier?

Stop Worrying – Help is available!

Since 2013 Cunninghame Housing Associations award winning Lemon Aid service has helped over 10000 people with their energy related problems, and benefited those home energy users by over £1.5 million.

The service is free to all and truly independent and impartial of energy suppliers.



HOW CAN WE HELP YOU?

- We can help you get back on supply if you have been cut off or disconnected.
- We can help you reduce your gas and electricity costs, and help you reduce or clear your gas and electricity debts.
- We can help you budget and move from prepayment meters to billing meters to maximise your savings.
- We work on your behalf dealing with energy supplier and billing issues.
- We work closely with other care and support agencies to ensure our service is holistic and helps address all your needs.
- We can help you apply for warm homes discount and assess if you qualify for any support relating to energy efficiency improvements.
- We will check if your heating system and meter type are right for your individual needs.

HOW CAN YOU ACCESS THE SERVICE?

It's really easy to use the service. Just call our team on the number below and they will have a confidential chat with you over the phone to talk through your issues. If you require them to do so we will arrange to come out to your house so we can provide comprehensive support to help.

**CALL THE CITRUS FREEPHONE NUMBER ON
0800 221 8089**

**OR IF YOUR QUERY RELATES TO SWITCHING ENERGY SUPPLIERS
PLEASE VISIT WWW.SWITCH.CITRUSENERGY.CO.UK**

**OUR LEMON AID SERVICES ARE FUNDED
THROUGH A VARIETY OF FUNDERS INCLUDING;**

