

Metropolitan

Help when
you need it



Help when you need it

Every so often we all need some extra support and we want to be able to help you in the best way possible. That's why we ask you to let us know if you or anyone in your home needs a little extra help, perhaps because of their age, health or a disability, or if they're going through a difficult time in their lives. It doesn't matter whether it's a temporary or a permanent situation.

▶ Who can sign up for support?

Let us know if you're living with any of the following, or any other, challenging circumstances and we'll do what we can to support you:

- ▶ Customers with a disability or long-term illness
- ▶ Customers with visual or hearing impairments
- ▶ Those experiencing mental health challenges
- ▶ Families with children under the age of five
- ▶ Customers experiencing financial hardship
- ▶ Customers who are over 65
- ▶ Customers with communication barriers – this could be due to literacy, language barriers or a lack of digital access
- ▶ Customers who have gone through a recent bereavement, break-up or job loss



How we can help

We know that everybody's needs are different, that's why we offer a range of services to support our customers who need it. Just let us know what extra help you need by calling 02920 100346 or by updating your online account. Services we offer:



We won't call at your home without proof of who we are



We'll arrange for someone you choose to help you manage your account



We provide a bill reading service for those that need it



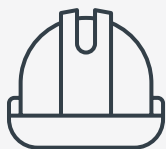
We'll send you large print bills or braille bills, if you need them



We'll make sure you have alternative ways to heat your home if your heat goes off for over 12 hours



We'll never suspend your heating and hot water during the colder months (October to March)



We'll read your meter within 5 working days, if you're finding it tricky and would like our help



We'll work with you to find a flexible payment plan where possible

Security

We won't call at your home without proof of who we are. You can ask any of our team for their ID, which will include a colour photograph, their name, and the number to call if you would like to check who they are. We can also set up a password to make sure you know who's at your door.

Help with managing your account

If you'd like a trusted person to help you with your account, you can nominate them to deal with us on your behalf. This can include checking and paying your bills, booking appointments or making a complaint. Just give us a call or use the third party nomination form on our website and we'll arrange it.

Money worries

We understand that sometimes it can be difficult to find the money to pay for heating your home. Get in touch and we'll do all we can to help. We'll work with you to agree a plan and give you details of places you can get free, independent and confidential advice.

Step Change

Free, independent debt advice:

0800 138 1111
[stepchange.org](https://www.stepchange.org)

Citizens Advice

General money, legal and consumer support:

03444 111 444
[citizensadvice.org.uk](https://www.citizensadvice.org.uk)

Money Advice Service

For debt advice and tools for managing budgets:

0800 138 7777
[moneyadviceservice.org.uk](https://www.moneyadviceservice.org.uk)

How we can help

Sometimes we need to turn off the supply of heating and hot water to your home for essential work. We'll give you at least 48 hours' notice before we turn off your supply and we'll let you know when we expect to have everything up and running again.

If your heating unexpectedly stops working, we promise to get things sorted out within 24 hours of you letting us know.

If you've let us know that you need some extra support and your heat goes off for over 12 hours, we'll provide you with alternative heating, like an electric heater.

We'll never suspend your heating and hot water during the colder months (October to March) if you have difficulties paying. Let us know as soon as possible and we'll do our best to help.

If you have any questions about how we can help, or if your question hasn't been answered then please get in touch on 02920 100346, or you can send us a contact form on our website by visiting [metropolitan-uk.co.uk/contact-us](https://www.metropolitan-uk.co.uk/contact-us).





Making **low carbon** heating easy and straightforward for all

General account queries

Telephone: 02920 100346

Website: [metropolitan-uk.co.uk](https://www.metropolitan-uk.co.uk)

Live chat is available

Lines open Monday to Friday 8am – 8pm

Saturday 9am – 1pm

Heating and hot water emergencies

Telephone: 02920 100346

Lines open 24 hours a day, 7 days a week