

# Has your energy supplier gone bust?

**Don't worry.** You'll still have gas and electricity.

The gas and electricity regulator, Ofgem, will move you to a new supplier but this may take a few weeks.

## Here's what you can do:

- Don't switch tariff or supplier while your account is being moved to the new supplier.
- Take meter readings and keep your energy bills.
- Make a note of your account balance - you'll find this on your most recent statement.

**Call our Consumer Helpline to find out more: 0808 223 1133**

For a Welsh-speaking adviser call 0808 223 1144  
Relay UK: dial 18001 followed by 0808 223 1133

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