

Essential services

News

British Gas relaunch their Essentials Package (including social tariff)

In early June British Gas (BG) relaunched their Essentials Programme which offers a range of products, services and advice for their more vulnerable customers, including BG's social tariff. Very broadly, British Gas' new offering aims to segment their customers in need into three categories and offer them appropriate assistance.

Those who are on a low income are eligible for 'Essentials Support' which provides an account assessment and helps customers choose the best payment method. If customers meet eligibility criteria they can also receive free home insulation and energy efficient products.

Those who are deemed to be vulnerable or have special requirements can receive 'Essentials Safe and Sound' which gives access to a dedicated helpline that can provide help and advice on BG's schemes such as Home Energy Care, Charity Partner support, and Energy Efficiency. If you are a British Gas customer, over 70 years old and claiming Pension Credit or claiming Disability Living Allowance or Attendance allowance, or you suffer from a chronic illness, then you may be eligible.

Finally, the 'Essentials Combined' package includes BG's social tariff, to help existing vulnerable customers who qualify for 'Essentials Safe and Sound' but who are also on a very low income and claiming means tested benefits. The Essentials tariff will always be our lowest tariff, whichever payment method is used, saving customers on average £188 per year.

All customers already on BG's Essentials social tariff will be transferred over to the new social tariff rate.

For more information on Essentials see <http://www.britishgas.co.uk/support>