

Utilities

The person you're helping may need support with paying for their energy or accessing emergency support during this time. Some guidance is below:

Emergency measures were agreed by all UK domestic suppliers to prioritise those already in need, while identifying those whose circumstances may have changed during this period.

Measures include:

- Customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to maintain supply, e.g. nominating a third party for credit top-ups, having a discretionary fund added to their credit, or being sent a pre-loaded top-up card.
- More broadly, any customer in financial distress will be supported by their supplier, which could include debt repayments and bill payments being reassessed, reduced or paused where necessary.
- The disconnection of credit meters will be completely suspended.

The person you're supporting may need to top up their energy supply account. It's recommended that:

- Smart meter customers should be able to top-up remotely, such as by phone, mobile application or online.
- Customers who are unable to top up their pre-payment meter are advised to contact their supplier immediately for support. They'll find the contact details for their supplier on their website or on their bill.

- Ofgem recommends customers leave the meter box unlocked if they need someone else to top up the meter.
- If the person you're supporting needs to top-up their pre pay meter, you can check where you can do this nearby at [post office or PayPoint](#), or [Payzone](#).
- If the local Post Office is temporarily closed, then posters will be available to provide details of their closest Post Office and Payzone store where the payment / top-up service can be accessed.

Emergency support

It's recommended that work shouldn't be carried out in any household which is isolating or where a person who is classed as extremely vulnerable is undertaking 'shielding' measures, unless it's to repair a fault which poses a direct risk to people's safety – for example, emergency plumbing.

If the person you're supporting has an emergency with their energy supply, please see the guidance below;

Gas leak

If they suspect they have a gas leak they should immediately phone the National Grid Gas Emergency Service on 0800 111 999 (free call, 24 hours a day) and report it. The operator will get an engineer to attend a gas leak free of charge.

They should open all windows, have no naked flames, not use electrical devices inside their home, and go outside to use a mobile, or to a neighbour's property. If the leak is inside their house, the engineer will make the situation

safe, either disconnecting the dangerous appliance or, where necessary, disconnecting the whole gas supply. Further information can be found here: <https://www.gassaferegister.co.uk/what-to-do-in-an-emergency/>

They will then have to arrange for someone who is registered under the Gas Safe Register Scheme to come and do the necessary work. They can call the **gas safe register on 0800 408 5500** or visit <https://www.gassaferegister.co.uk/>

Water leaks

If the person you're helping has a water leak, they should also turn off the main stop tap. If water has leaked near their electrics or into any electrical appliances, they should turn off the mains electricity supply.

They may be responsible for repairing it if it's inside their property and in external pipes up to the boundary of their property. Some water companies offer free repair services for external leaks so check with them whether this is possible. If a leak is in their supply pipe and not covered by a water company's free repair service, they're responsible for repairing it. If the leak is not repaired within a certain time, the water company may carry out the repair and charge them for the work. If they rent their home, their landlord may have responsibility for paying for and arranging a leak to be fixed, [Home improvements and repairs](#) for more information.

If they own their own home, check whether their home insurance contents policy covers repairs for water leaks.

If it's not within the boundaries of their property they can contact: **Welsh Water Emergency on 0800 281 432**

Water companies don't follow national borders but catchment areas so parts of North East Wales (North Powys and parts of Wrexham) come under **Severn Trent, Dee Valley** and **United Utilities**. The contact details are below:

Severn Trent: 0800 783 4444

Dee Valley: 0800 085 8033

United Utilities: 0345 672 3723

Electrical fault or power cut

The person you're supporting should call the emergency number given by their supplier if there's a power cut, or if they suspect they have a problem with the external wiring. The number they need should be on their electricity bill.

Alternatively, they can call 105. It's free to use and they'll put them through to their local network operator who can give help and advice. If they have a problem with the wiring inside their home, or with any of their electrical appliances, they'll need to contact a qualified electrician to deal with it.

Priority service register

Gas and electric companies provide a priority services register for vulnerable and older people. The person you're supporting can sign up by contacting their energy provider.

Other available support

Care and Repair Cymru - Can provide urgent / emergency works call 0300 111 3333 visit: <https://www.careandrepair.org.uk/en/coronavirus/>

These organisations could help with central heating upgrades:

Nest - Call Freephone 0808 808 2244 (Mon-Fri 9am-6pm) or visit <https://nest.gov.wales/en/>

Western Power - Power UP – visit <https://www.westernpower.co.uk/customers-and-community/priority-services/power-up>

Simple Energy Advice call 0800 444202 Monday to Friday: 8am to 8pm or visit <https://www.simpleenergyadvice.org.uk/>

Citizens Advice - Can support with consumer issues – call the consumer helpline on: 0808 223 1133 or you can talk to a Welsh-speaking adviser on 0808 223 1144.

If the person you're supporting needs further help and is aged 50 or over they can contact Age Cymru Advice on **08000 223 444**, available 9:30am to 4:30pm, Monday to Friday, or email advice@agecymru.org.uk

If the person you're supporting needs further help and is aged under 50, they can call Citizens Advice on **03444 77 20 20**, available 9am to 5pm, Monday to Friday, or visit www.citizensadvice.org.uk/wales/

Cyfleustodau

Mae'n bosibl bod angen cefnogaeth ar yr unigolyn yr ydych yn ei gynorthwyo i dalu am ei ynni neu gael gafaél ar gefnogaeth frys yn ystod y cyfnod hwn. Gweler ychydig o ganllawiau isod:

Cytunwyd ar y mesurau brys gan bob cyflenwr domestig y DU i flaenoriaethu'r rheiny sydd eisoes mewn angen, ac adnabod y rheiny y mae eu hamgylchiadau wedi newid yn ystod y cyfnod hwn.

Mae'r mesurau yn cynnwys:

- Gall cwsmeriaid gyda mesuryddion wedi'u rhagdalau nad ydynt yn gallu ychwanegu credyd siarad â'u cyflenwr ynglŷn ag opsiynau i gynnal cyflenwad, e.e. enwebu trydydd parti ar gyfer ychwanegu credyd, ychwanegu cronfa ddewisol at eu credyd, neu gael cerdyn atodol wedi'i lwytho ymlaen llaw.
- Yn ehangach, bydd unrhyw gwsmer sydd mewn trallod ariannol yn cael ei gefnogi gan ei gyflenwr, a allai gynnwys ail-asesu, lleihau neu oedi ad-daliadau dyledion a thaliadau bil lle bynnag sy'n angenrheidiol.
- Ni fydd mesurau credydau yn cael eu datgysylltu o gwbl.

Mae'n bosibl y bydd angen i'r unigolyn yr ydych chi'n ei gefnogi ychwanegu at ei swm cyflenwad ynni. Caiff y canlynol ei argymhell:

- Dylai cwsmeriaid mesurydd deallus allu gwneud taliad atodol o bell, megis dros y ffôn, ap symudol neu ar-lein.
- Cynghorir cwsmeriaid nad ydynt yn gallu gwneud taliad atodol at eu mesurydd wedi'i ragdalau i gysylltu â'u cyflenwr yn syth am gefnogaeth. Mae manylion cyswllt eu cyflenwr i'w cael ar ei wefan neu ar ei fil.

- Mae Ofgem yn argymhell cwsmeriaid i adael y blwch mesurydd yn agored os oes angen rhywun arall arnynt i ychwanegu at y mesurydd.
- Os oes angen i'r unigolyn yr ydych chi'n ei gefnogi wneud taliad atodol at ei fesurydd wedi'i ragdalau, gallwch wirio lle gallwch wneud hyn yn [swyddfa'r post neu PayPoint cyfagos](#), neu [Payzone](#).
- Os yw Swyddfa'r Post leol ar gau dros dro, yna bydd posteri ar gael i ddarparu manylion o'r Swyddfa'r Post a'r siop Payzone agosaf lle gellir defnyddio'r gwasanaeth talu / taliad atodol.

Cefnogaeth frys

Argymhellir na ddylid gwneud gwaith mewn unrhyw dŷ sy'n hunan-ynysu neu lle mae aelod wedi'i ddisbarthu'n hynod fregus ac wedi cymryd arno fesurau 'amddiffyn', oni bai bod y gwaith yn atgyweirio nam sy'n cyflwyno risg uniongyrchol i ddiogelwch pobl - er enghraifft, plymio brys.

Os oes gan yr unigolyn yr ydych chi'n ei gefnogi achos o argyfwng gyda'i gyflenwad ynni, gweler y canllawiau isod;

Gollyngiad nwy

Os yw'r unigolyn yn credu bod gollyngiad nwy yna dylai ffonio Gwasanaeth Nwy Brys y Grid Cenedlaethol ar 0800 111 999 (rhad ac am ddim, 24 awr y dydd) a'i adrodd ar unwaith. Bydd y gweithredwr yn anfon peiriannydd at y gollyngiad nwy am ddim. Dylai'r unigolyn agor y ffenestri i gyd, peidio â chael unrhyw fflamau noeth, peidio â defnyddio dyfeisiau trydanol y tu mewn i'w gartref, a mynd allan i ddefnyddio ffôn symudol, neu eiddo cymydog.

Os yw'r gollyngiad y tu mewn i'w gartref, bydd y peiriannydd yn diogelu'r sefyllfa, drwy naill ai ddatgysylltu'r offer peryglus neu, lle bynnag sy'n angenrheidiol, datgysylltu'r cyflenwad nwy cyfan. Mae rhagor o wybodaeth i'w chael yma: <https://www.gassaferegister.co.uk/what-to-do-in-an-emergency/>

Yna bydd angen trefnu i rywun cofrestredig dan y Cynllun Cofrestr Nwy Diogel i ddod a gwneud y gwaith angenrheidiol. Gellir ffonio'r **gofrestr nwy diogel ar 0800 408 5500** neu fynd i <https://www.gassaferegister.co.uk/>

Gollyngiadau dŵr

Os oes gan yr unigolyn yr ydych chi'n ei gefnogi ollyngiad dŵr, yna dylai ddiffodd y brif stopfalf. Os yw dŵr wedi'i ollwng yn agos at drydan neu i unrhyw un o'r offer trydanol, yna dylid diffodd y prif gyflenwad trydan.

Mae'n bosibl na'r unigolyn sy'n gyfrifol am ei atgyweirio os ydyw y tu mewn i'w eiddo ac ym mhibellau allanol hyd at ffin ei eiddo. Mae rhai cwmnïau dŵr yn cynnig gwasanaethau atgyweirio am ddim ar gyfer gollyngiadau allanol felly cofiwch wirio a yw hyn yn bosibl gyda nhw. Os yw'r gollyngiad ym mhibell gyflenwi'r unigolyn ac nid yw wedi'i gynnwys yng ngwasanaeth atgyweirio am ddim y cwmni, yna'r unigolyn sy'n gyfrifol am ei atgyweirio. Os nad yw'r gollyngiad yn cael ei atgyweirio o fewn amser penodol, gall y cwmni dŵr wneud y gwaith atgyweirio a chodi tâl ar yr unigolyn am wneud hynny. Os yw'r unigolyn yn rhentu ei gartref, mae'n bosibl bod gan ei landlord gyfrifoldeb dros dalu am atgyweirio'r gollyngiad a threfnu'r gwaith atgyweirio, gweler: [Gwelliannau i'r cartref ac atgyweiriadau](#) am ragor o wybodaeth.

Os yw'r unigolyn yn berchen ar ei dŷ ei hun, yna gwiriwch fod ei bolisi yswiriant cynnwys y cartref yn cynnwys atgyweiriadau am ollyngiadau dŵr.

Os nad yw o fewn ffiniau ei eiddo, gall gysylltu â: **Llinell Frys Dŵr Cymru ar 0800 281 432**

Mae cwmnïau dŵr yn dilyn dalgylchoedd yn hytrach na ffiniau cenedlaethol, felly mae rhannau o ogledd ddwyrain Cymru (gogledd Powys a rhannau o Wrecsam) yn dod o dan **Hafren Dyfrdwy, Dyffryn Dyfrdwy** ac **United Utilities**. Gweler y manylion cyswllt isod:

Hafren Dyfrdwy: 0800 783 4444

Dyffryn Dyfrdwy: 0800 085 8033

United Utilities: 0345 672 3723

Nam trydanol neu doriad trydan

Dylai'r unigolyn yr ydych yn ei gefnogi ffonio'r rhif argyfwng a roddwyd gan ei gyflenwr os oes toriad trydan, neu os yw'n credu bod ganddo broblem gyda'r gwifrau allanol. Dylai'r rhif sydd ei angen arno fod ar ei fil trydan.

Fel arall, gall ffonio 105. Mae'n rhad ac am ddim i'w ddefnyddio a chaiff ei gyfeirio at ei weithredwr rhwydwaith lleol a all gynorthwyo a rhoi cyngor. Os oes gan yr unigolyn broblem gyda gwifrau'r tu mewn i'w gartref, neu gydag unrhyw un o'r offer trydanol, bydd angen iddo gysylltu â thrydanwr cymwys i ymdrin â'r mater.

Cofrestr gwasanaeth blaenoriaeth

Mae cwmnïau nwy a thrydan yn darparu cofrestr gwasanaethau blaenoriaeth i'r bregus a'r henoed. Gall yr unigolyn yr ydych chi'n ei gefnogi gofrestru drwy gysylltu â'i ddarparydd ynni.

Cefnogaeth arall sydd ar gael

Gall **Gofal a Thrsio Cymru** ddarparu gwaith brys / mewn argyfwng, ffoniwch 0300 111 3333 ewch i: <https://www.careandrepair.org.uk/en/coronavirus/>

Grantiau ar gyfer gwaith / atgyweiriadau sylweddol - Turn 2 us, Porth y Cyn-filwyr

Nyth - Ffoniwch 0808 808 2244 (Llun-Gwen 9am-6pm) neu ewch i <https://nest.gov.wales/en/>

Western Power - Power UP – ewch i [visit https://www.westernpower.co.uk/customers-and-community/priority-services/power-up](https://www.westernpower.co.uk/customers-and-community/priority-services/power-up)

Simple Energy Advice ffoniwch 0800 444202 Llun i Gwener: 8am tan 8pm neu ewch i <https://www.simpleenergyadvice.org.uk/>

Gall **Cyngor ar Bopeth** gefnogi gyda materion defnyddwyr - ffoniwch y llinell gymorth defnyddwyr ar: 0808 223 1133 neu gallwch siarad ag ymgynghorydd Cymraeg ar 0808 223 1144.

Os yw'r unigolyn yr ydych chi'n ei gefnogi angen rhagor o gymorth ac yn 50 oed neu'n hŷn, gall gysylltu ag Age Cymru Advice ar **08000 223 444**, ar gael rhwng 9:30am a 4:30pm, ddydd Llun i ddydd Gwener, neu e-bost advice@agecymru.org.uk

Os yw'r unigolyn yr ydych chi'n ei gefnogi angen rhagor o gymorth a dan 50 oed, gall gysylltu â Cyngor ar Bopeth ar **03444 77 20 20**, ar gael rhwng 9am a 5pm, ddydd Llun i ddydd Gwener, neu fynd i www.citizensadvice.org.uk/wales/
