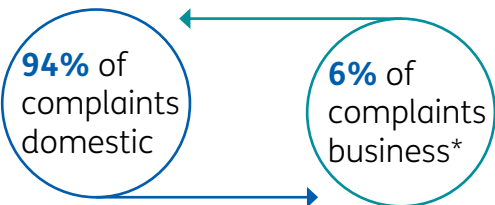


# Extra Help Unit 2025 overview

Extra  
Help  
Unit



All complaints **22,995** | Additional support **394** | Ask the Adviser **2,251** | Enquiries **1,102** | **Total cases 26,742**



Geographical split of all cases

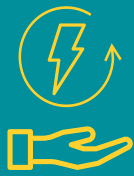
- > England **86%**
- > Wales **4%**
- > Scotland **10%**



Post/Energy split on all cases

- > Energy **99.97%**
- > Post **0.03%**

Above percentages exclude Ask the Adviser



On **3 in 5 cases** people needed immediate help to keep their gas and electricity on



Financial Gain  
**£9,169,866**



**93%** were happy with overall quality of service

Customer Satisfaction research  
In 2025:



**80%** felt less stressed after EHU support



**85%** were happy with the outcome achieved



**91%** were happy with length of time taken to resolve case

## Top 3 Domestic themes

- > Debt management affordability & disconnection **67%**
- > Billing **15%**
- > Metering (general) **7%**

## Top 3 Business themes

- > Debt management affordability & disconnection **54%**
- > Billing **24%**
- > Advice / information **8%**

## Top 3 Domestic outcomes

- > PPM Discretionary Credit **39%**
- > Full explanation **15%**
- > Amended bill / account details **9%**

## Top 3 Business outcomes

- > Full explanation **29%**
- > Amended bill / Account details **21%**
- > Affordable payment plan **13%**

\*Business refers both micro businesses (10 or fewer employees) and small businesses (between 11 - 50 employees)

[www.ehu.org.uk](http://www.ehu.org.uk) | [www.cas.org.uk](http://www.cas.org.uk)

The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland.  
Scottish charity (SC016637) and company limited by guarantee (89892)



1.KM796819  
2.BS ISO 22458