



Home Heat Helpline

<http://www.homeheathelpline.org.uk/>


INDUSTRY:

Utilities

The Home Heat Helpline was launched by the Energy Retail Association in 2005. The Energy Retail Association merged with the Association of Electricity Producers and the UK Business Council for Sustainable Energy to become Energy UK in April 2012.

The screenshot shows the Home Heat Helpline website homepage. At the top left is the logo 'HOME HEAT HELPLINE' with a large 'H'. To the right is a 'LIVE CHAT' button and three 'A' icons for font size. Below the logo is a navigation menu with links: Home, About, How can we help, Energy advice, News, Partners, and Contact. The main banner features a photo of three women smiling and a large red box with the phone number '0800 33 66 99' and the text 'CALL NOW FREE'. Below the banner are four featured sections, each with a small image and a title in an orange box: 'How we can help' (with a weather news image), 'People we've helped' (with a family image), 'Pay less for your bills' (with a man and child image), and 'Can we call you?' (with an elderly man image). Each section has a short descriptive paragraph below the title.

The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice.



We're here to give you **free help and advice** on energy bills.

Chat online to one of our advisors now

Please enter your name below

[Chat now](#)

0800 33 66 99
CALL NOW FREE

People we've helped

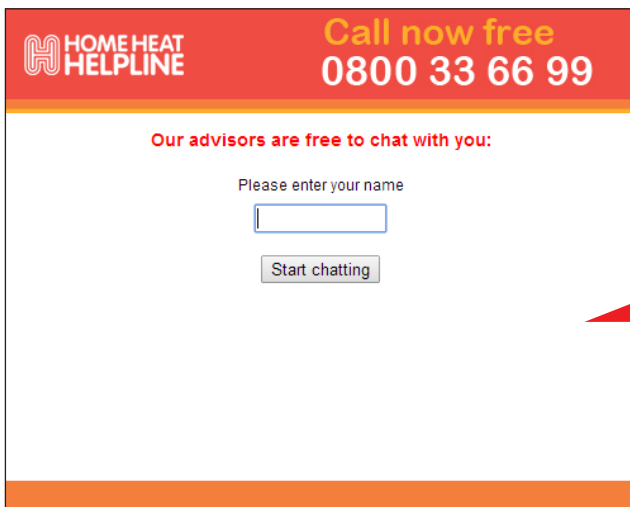
TopTips
Care for your kettle

How

Are you worried about paying your energy bills or staying warm this winter?

Our Energy Help Checker is a quick way to find out whether you can get help to lower your energy bills. Simply tick the box that applies to you below to find out

Home Heat Helpline's proactive invitation fits consistently with the website branding.



HOME HEAT HELPLINE **Call now free**
0800 33 66 99

Our advisors are free to chat with you:

Please enter your name

[Start chatting](#)

Chat is used as an advisory channel rather than a sales environment, therefore only the name is requested to preserve anonymity.

Home Heat Helpline uses the call-back form to inform the visitor when the chat will be open and that they cannot reply to emails. Details are emailed to a representative in real time to enable a call back when agents are available.

HOME HEAT HELPLINE Call now free 0800 33 66 99

Sorry, our advisors are currently unavailable.

Web chat is open from 9am - 5pm, Mondays to Fridays. Unfortunately, we aren't able to email you back, please do try again during the chat opening times above. If you'd like a call back, please leave your details below:

Name:

Phone:

Type of enquiry:

HOME HEAT HELPLINE Call now free 0800 33 66 99

Visitor This is a sample to show what the visitors text would look like when this chat window is used on your website

Operator This is a sample to show what the operators text would look like when this chat window is used on your website

System This is a sample to show what appears when a system command is shown in the window

Welcome to our live chat service

The Operator is typing..

Using the Home Heat Helpline's branding and removing the "powered by Click4Assistance" image reassures visitors, especially those in a difficult situations, that they are talking with someone directly from Home Heat rather than a third party service.

"We really enjoy working with Click 4 Assistance - they go out of their way to provide great customer service, and the set-up of the software was seamless. We highly recommend them!"