

More information about how the 0800 512012 freephone number works:

This is a freephone number covering the whole of the UK for free domestic advice – the number is controlled by the Energy Savings Trust.

When this number is called from a telephone, the system should recognise where the call originates from and patch you through to your nearest Energy Advice Centre - for Dorset this will be the Dorset Energy Advice Centre.

If outside Dorset, the system will direct you automatically to the relevant advice centre covering your location.

This will mean if you call it from a mobile phone, the location can not be determined and you will be directed to a central call handling service provided by the Energy Savings Trust – they have the ability to transfer the call to us.

This system does occasionally make an incorrect decision (normally if the call originates near the borders between two areas) and may direct you to another advice centre. Either ask for our direct number from whichever advice centre answers or request them to take your number so we can call you back.