



Auriga Services Emergency Payments – Frequently Asked Questions

Please see below for some additional information for partners using the portal or more generally about how the emergency payment process works.

If you are a customer and need an emergency fuel voucher, please contact your energy company directly or Npower on 0800 073 3000 or 0330 100 3000

Online Portal	
The portal link does not work	Please ensure you are using Google Chrome and not another web browser when accessing the portal. If the link is still not working, please email fuelpayments@aurigaservices.co.uk for further assistance.
The PIN does not work	Please try refreshing the web browser page. If the PIN is still not working, please email fuelpayments@aurigaservices.co.uk for further assistance.
Can I use Internet Explorer?	No, the portal is optimised for Google Chrome.
Can I use Chrome?	Yes, the portal is optimised for Google Chrome.
I have a new pin but it does not work	For any queries about changed or incorrect login details, please contact the team directly at fuelpayments@aurigaservices.co.uk for further assistance.
I do not receive a confirmation when I sent an application	Please first check your junk mail folder. If the confirmation is not there, please email fuelpayments@aurigaservices.co.uk for further assistance.
The link works on my desktop computer but not my laptop	Please open the email that includes the original link to the portal on your laptop. If the link does not open, please email fuelpayments@aurigaservices.co.uk for further assistance.
Vouchers	
What should a customer do if the PayPoint shop won't accept the voucher?	If the shop refuses, please try another PayPoint location. If there is no other shop local to the customer, please call the number on the text message to speak to PayPoint directly.
Can the fuel vouchers be used on an online app?	No, they cannot. PayPoint vouchers must be redeemed at a PayPoint location.
Can the vouchers be used for customers who don't have a pre-payment meter?	The vouchers can only be redeemed for pre-payment meters and Smart meters that can be topped up by cards.
Are there any meter types that aren't suitable for vouchers?	The vouchers work with any meter that can be topped up via key or card. Customers with meters that can only be topped up via an app can be offered cash vouchers as an alternative.
Can a customer have two vouchers?	Yes, this is possible.

Can the customer split the voucher amount across gas and electricity?	Yes, this is possible. The customer can split the voucher when redeeming it in store.
How long does it take for the customer to receive the voucher once we have requested it via the portal?	Vouchers can take a maximum of 24 hours to process. The cut-off time for same-day vouchers is 15.30.
What's the minimum fuel voucher I can request?	The minimum fuel voucher value is £5.00
What's the maximum fuel voucher I can request?	The maximum fuel voucher value is £49.00
What's the minimum cash voucher I can request?	The minimum cash voucher value is £5.00
What's the maximum cash voucher I can request?	The maximum cash voucher value is £100.00
Where can the vouchers be redeemed?	PayPoint vouchers can be redeemed at any PayPoint store. British Gas vouchers can be redeemed at any Post Office.
Contact Details	
For day-to-day queries regarding emergency vouchers:	Telephone: 0300 123 7017 Email: fuelpayments@aurigaservices.co.uk
For any invoicing queries:	Paula Ward Telephone: 0121 362 3606 Email: Accounts@aurigaservices.co.uk
For any contract queries:	Laura Towler Telephone: 07496 970456 Email: ltowler@aurigaservices.co.uk
If you are having problems with the portal:	Email: fuelpayments@aurigaservices.co.uk
Where will any of the personal information we are provided with be stored?	It is logged and stored on the secure AurigaFuel portal and is in full compliance with current GDPR regulations and the Data Protection Act, with compliance checks performed regularly by our Data Protection Officer.
How long is the information held for?	The information is stored for a maximum of 6 years.
How secure is the data that is inputted into the portal?	All IT infrastructure is hosted in an ISO27001 certified UK based data centre, all data and servers are encrypted both at rest and in transit. GDPR and Data Protection regulations are followed with compliance checks performed regularly by our Data Protection Officer. Auriga is a Cyber Essentials Plus certified organisation and we regularly cleanse the data we hold.