

AurigaFuel

Frequently Asked Questions

General Emergency Fuel Queries

What value are emergency fuel vouchers?	£5.00 - £49.00
What value are cash vouchers?	£5.00 - £100.00
Can the fuel vouchers be used on an online app?	<p>No, they cannot.</p> <p>PayPoint vouchers must be redeemed at a PayPoint location.</p> <p>Post Office vouchers for British Gas customers can only be redeemed at Post Office locations.</p>
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 key or 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.
Where can the vouchers be redeemed?	<p>PayPoint vouchers can be redeemed at any PayPoint location.</p> <p>British Gas vouchers can be redeemed at any Post Office.</p>

<p>We don't have any funding, how can I help someone in need?</p>	<p>Anyone at risk of self-disconnection should speak directly with their energy provider for support. Your Local Authority or Citizens Advice may also be able to help you find an agency with funding who could help.</p> <p>Find your local council here</p> <p>Find your local Citizens Advice here</p> <p>You can also see if the individual can save money in other areas. Our website Ask Bill has handy tips and tricks to save money around the home, including water and energy efficiency advice. It also includes free and impartial information about what support is provided by their water and energy companies.</p> <p>Visit Ask Bill here</p>
<p>Data Queries</p>	
<p>Where will any of the personal information we are provided with be stored?</p>	<p>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.</p>
<p>How long is the information held for?</p>	<p>The information is stored for a maximum of 6 years.</p>
<p>How secure is the data that is inputted into the portal?</p>	<p>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.</p>
<p>Interested in setting up an account for emergency fuel vouchers? Or would you like to find out more information?</p>	
<p>Please email marketing@aurigaservices.co.uk and we will be in touch.</p>	