

## AurigaFuel

### Frequently Asked Questions

#### Emergency Fuel Voucher Request Queries

**Customer hasn't received their voucher or are chasing for their voucher**

It can take up to 24 hours for a voucher to be issued. Please check the admin function on the portal – you can see the voucher status and when/where it has been redeemed.

**The wrong voucher type has been issued (PayPoint/Post Office)**

When entering information onto the portal, please ensure the details are correct. We process vouchers based solely on the information provided.

If the wrong voucher type has been issued, you will need to request that the voucher is cancelled and re-issued. To request this, please email [fuelpayments@aurigaservices.co.uk](mailto:fuelpayments@aurigaservices.co.uk)

**What should a customer do if the PayPoint shop won't accept the voucher?**

If the shop refuses to accept the voucher, 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.

**I have provided the wrong contact details for my client that I requested a voucher for**

If you have provided the wrong contact details for your client please email [fuelpayments@aurigaservices.co.uk](mailto:fuelpayments@aurigaservices.co.uk) with your client's information and where you would like the voucher to be reissued to.

#### 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?**

No, they cannot.

PayPoint vouchers must be redeemed at a PayPoint location.

Post Office vouchers for British Gas customers can only be redeemed at Post Office locations.

**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.

<p><b>Are there any meter types that aren't suitable for vouchers?</b></p>	<p>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.</p>
<p><b>Can a customer have two vouchers?</b></p>	<p>Yes, this is possible.</p>
<p><b>Can the customer split the voucher amount across gas and electricity?</b></p>	<p>Yes, this is possible. The customer can split the voucher when redeeming it in store.</p>
<p><b>How long does it take for the customer to receive the voucher once we have requested it via the portal?</b></p>	<p>Vouchers can take a maximum of 24 hours to process. The cut-off time for same-day vouchers is 15.30.</p>
<p><b>Where can the vouchers be redeemed?</b></p>	<p>PayPoint vouchers can be redeemed at any PayPoint location. British Gas vouchers can be redeemed at any Post Office.</p>
<p><b>We don't have any funding, how can I help someone in need?</b></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><a href="#">Find your local council here</a></p> <p><a href="#">Find your local Citizens Advice here</a></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><a href="#">Visit Ask Bill here</a></p>
<p><b>Portal Queries</b></p>	
<p><b>The portal link does not work</b></p>	<p>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 <a href="mailto:fuelpayments@aurigaservices.co.uk">fuelpayments@aurigaservices.co.uk</a> for further assistance.</p>
<p><b>The PIN does not work</b></p>	<p>Please try refreshing the web browser page. If the PIN is still not working, please email <a href="mailto:fuelpayments@aurigaservices.co.uk">fuelpayments@aurigaservices.co.uk</a> for further assistance.</p>

<b>Can I use Internet Explorer?</b>	No, the portal is optimised for Google Chrome.
<b>Can I use Chrome?</b>	Yes, the portal is optimised for Google Chrome.
<b>I have a new pin but it does not work</b>	For any queries about changed or incorrect login details, please contact the team directly at <a href="mailto:fuelpayments@aurigaservices.co.uk">fuelpayments@aurigaservices.co.uk</a> for further assistance.
<b>I do not receive a confirmation when I sent an application</b>	Please first check your junk mail folder. If the confirmation is not there, please email <a href="mailto:fuelpayments@aurigaservices.co.uk">fuelpayments@aurigaservices.co.uk</a> for further assistance.
<b>The link works on my desktop computer but not my laptop</b>	Please open the email that includes the original link to the portal on your laptop. If the link does not open, please email <a href="mailto:fuelpayments@aurigaservices.co.uk">fuelpayments@aurigaservices.co.uk</a> for further assistance.
<b>Data Queries</b>	
<b>Where will any of the personal information we are provided with be stored?</b>	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.
<b>How long is the information held for?</b>	The information is stored for a maximum of 6 years.
<b>How secure is the data that is inputted into the portal?</b>	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.
<b>Still need help?</b>	
Please contact the relevant team below	
<b>For day-to-day queries regarding emergency vouchers including issues with the portal</b>	<b>Email:</b> <a href="mailto:fuelpayments@aurigaservices.co.uk">fuelpayments@aurigaservices.co.uk</a>
<b>For any invoicing queries:</b>	<b>Telephone:</b> 0121 362 3606 <b>Email:</b> <a href="mailto:Accounts@aurigaservices.co.uk">Accounts@aurigaservices.co.uk</a>
<b>For any contract queries:</b>	<b>Telephone:</b> 07432 422259 <b>Email:</b> <a href="mailto:marketing@aurigaservices.co.uk">marketing@aurigaservices.co.uk</a>