

Energy Action Scotland Advisors Toolkit

Chapter IV. Sources of help and funding

B. HELP FROM ENERGY SUPPLIERS

1. CERT – Carbon Emissions Reduction Target
 - i. Appendix: Contact details for the CERT team/manager in the Big Six Energy Suppliers
2. CESP – Community Energy Saving Programme
3. Social Tariffs
4. Warm Home Discount
 - i. Appendix: Broader Group Eligibility 2011/2012
5. Priority Services Register
6. Funds/Foundations/Trusts
7. Home Heat Helpline



*“Working to end fuel poverty and achieve warm,
dry homes for all.”*

Suite 4a Ingram House, 227 Ingram Street, Glasgow, G1 1DA

Tel: 0141 226 3064 Fax: 0141 221 2788

Email: eas@eas.org.uk Website: www.eas.org.uk

Carbon Emissions Reduction Target (CERT)

The Carbon Emissions Reduction Target (CERT) 2008 – 2011 is a domestic energy supplier obligation requiring all gas and electricity suppliers (with more than 50,000 customers) to make savings in the amount of CO₂ emitted by householders. CERT has been extended to the end of 2012 when a new Energy Company Obligation will be introduced. The primary aim of CERT is to make a contribution to the UK's legally binding targets to reduce greenhouse gas emissions. However it is also used as part of the UK Government's programme to reduce fuel poverty and increase the energy efficiency of homes. It does this by ensuring that a certain amount of work under CERT is targeted at low-income and vulnerable households.

CERT sets targets for energy suppliers to achieve improvements in energy efficiency by providing measures - such as cavity wall and loft insulation and energy efficient boilers and appliances - to households across Great Britain. CERT targets are set by the UK Government and the regulator Ofgem has the responsibility for monitoring delivery.

Obligated suppliers must target at least 40% of the energy savings achieved at a Priority Group of low-income domestic consumers including those who are over 70 years old and on certain credits and benefits. Since the extension to 2012, the targeted group must include a Super Priority Group of the poorest households most vulnerable to fuel poverty, which should make up 15% of the targeted households. The Super Priority Group includes people claiming specific credits and benefits: income-related Employment and Support Allowance, income-based Job Seeker's Allowance, Income Support and State Pension Credit or who have parental responsibility for a child under 5 years of age who lives with them.

In the extension period (from March 2011), suppliers are no longer permitted to use provision of energy saving light bulbs as a means of fulfilling the obligation and insulation must provide at least 80% of the obligation. Real time home energy displays and home energy advice packages will also become qualifying actions.

Measures can be provided to any domestic household in Great Britain and the funding for the installation or distribution of measures comes from the obligated suppliers, usually collected via a 'levy' on customer bills. However, they are not required to spend a fixed amount of money. Suppliers are not limited to offering measures to their own consumers and can partner with other organisations for the distribution of measures or to encourage the uptake of measures. Suppliers must demonstrate that their activity has led to additional energy efficiency measures being installed.



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

CERT also ties into the Energy Assistance Package (EAP) in Scotland, providing loft and cavity insulation to some of the households accessing this scheme.

For information on EAP, see Factsheet IV. A. 1

The Scottish CERT Strategy Steering Group - which includes representatives from the Scottish Government, the energy suppliers, Ofgem, and the Energy Saving Trust (EST) - has developed a strategy to secure a more equitable share for Scottish households from CERT.

Beyond 2012 - the Energy Company Obligation

The Government has confirmed that beyond 2012 there will be a new Energy Company Obligation (ECO) which will exist alongside the Green Deal. The ECO is expected to provide targeted assistance to those who are vulnerable and on low incomes. It is also expected to assist those living in hard to treat and expensive to treat homes who would not benefit under the Green Deal scheme alone because repayments for the work could not, in their circumstances, be expected to outweigh their energy bill savings.

[Link to CERT Supplier Contacts List in Appendix to Factsheet IV. B. \(1\).](#)



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Appendix to Factsheet No IV. B. (1): CERT Contacts

These are the Carbon Emission Reduction Target Supplier Contact Details given by Ofgem for each of the main suppliers. (Correct at 1 March 2011)

You may wish to use these if you have a project for which you would like to seek CERT funding.

British Gas, including Scottish Gas

Name: Chetan Lad, Head of CERT and Policy

Tel: 0778 957 2857

e-mail: chetan.lad@centrica.com

Address: British Gas New Energy, 30 The Causeway. Staines, Middlesex, TW18 3BY

ScottishPower

Name: Heather Watts, Energy Efficiency Strategy Manager

Tel: 0121 354 7666

e-mail: heather.watts@scottishpower.com

Name: Mark Murphy, CERT Delivery Manager

Tel : 0141 568 4628

e-mail: markes.murphy@scottishpower.com

Address: Energy Team (Section 25), PO BOX 7111, Cathcart Business Park, Glasgow, G44 4GP

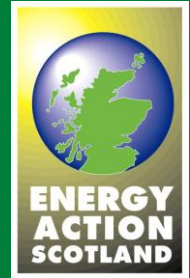
EDF Energy

Name: Nigel French, Manager of EE Obligations

Tel: 0127 342 8641

e-mail: nigel.french@edfenergy.com

Address: Energy Field Services, EDF Energy, Energy Efficiency Team, 329 Portland Road, Hove, BN3 5SU



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

E.ON

Name: Dr Jon Kirby, CESP and CERT Manager

Tel: 02476 180 437

e-mail: jon.kirby@eonenergy.com

Address: E-ON Energy, Newstead Court, Little Oak Drive, Annesley, Nottinghamshire, NG15 0DR

Scottish and Southern Energy, including Scottish Hydro

Name: Stephen Millward, Energy Efficiency Manager

Tel: 0118 953 4271

e-mail: Stephen.millward@sse.com

Address: Scottish and Southern Energy. 55 Vastern Road, Reading, RG1 8BU

npower

Name: Bob Jackson, Acting Head of Energy Efficiency

Tel: 07989 493 418

e-mail: bob.jackson@npower.com

Address: RWE npower, Acorn House, Bridgewater Road, Worcester, WR4 9FP



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Community Energy Saving Programme (CESP)

CESP is part of the UK Government's programme to save energy and carbon dioxide. It requires all electricity suppliers and electricity generators of a certain size to deliver energy saving measures to domestic customers in specific low income areas of Great Britain. In Scotland it targets the lowest 15% of areas ranked in the Scottish Index of Multiple Deprivation (SIMD).

Delivery of the programme is through the development of partnerships between local authorities, community-based organisations and the energy suppliers, taking a street-by-street area based approach.

The energy suppliers are obligated to undertake programmes resulting in a total carbon emissions reduction of 19.25 million tonnes of carbon dioxide in the period from 1 October 2009 and 31 December 2012.

By December 2011 Ofgem, who administer the scheme on behalf of the Government, had received 304 proposals for CESP activities from obligated energy suppliers, with 52 of these based in Scotland.

The activities proposed have been very different to those undertaken under CERT, with 91% of schemes proposing external solid wall insulation and half of schemes proposing double glazing as part of the package of measures. Other measures also include heating replacements. Whilst most proposals have targeted fuel switching and replacement of traditional boilers, there are also a number of proposed schemes which have taken up the incentive to consider installation of renewable technologies including solar thermal, biomass and heat pumps.

Ofgem administers the scheme while the UK Government sets the overall policy objectives and targets.

See www.ofgem.gov.uk and www.decc.gov.uk



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Social Tariffs (discontinued)

Since the introduction of the Warm Home Discount on 4 April 2011 social tariffs are being phased out over the course of three years. This information is included as background, and because some customers on these tariffs at the time of the change may remain on them until their contract ends or the tariff is phased out. On the Warm Home Discount see Factsheet IV. B. (4).

Social tariffs were introduced by energy suppliers as part of their voluntary social spending. These tariffs were at least equivalent to or cheaper than their lowest available direct debit tariff.

Not all energy suppliers applied the same eligibility criteria, nor did they all offer the same tariffs. Some social tariffs were only available to older people or families with young children; some were only available to people in receipt of certain benefits and others were only available to customers in fuel poverty.

Social Tariffs of the Big Six Suppliers – as at February 2011

British Gas (Scottish Gas) - Essentials Combined

British Gas 'Essentials' tariffs had three separate packages to assist specific customer groups. The Social Tariff version called Essentials Combined was aimed at vulnerable and low income consumers.

Key features of the package included:

- equivalent to lowest online tariff - Websaver (latest version)
- energy efficiency advice and benefits check

To be eligible consumers must have had a household income of less than £15,000 per year and be in receipt of means tested benefits, **plus:**

- be on Disability Living Allowance **or**
- Attendance Allowance **or**
- be over 70 (in receipt of Pension credit) **or**
- suffer from a chronic illness

EDF Energy - Energy Assist

Energy Assist was a social product offered by EDF Energy.

Its key features were:

- eligible consumers regardless of payment method are charged on the same tariff as direct debit customers, plus there is an annual discount of £75 for dual fuel customers (pro-rata for single fuel customers)
- free energy efficiency advice
- free or discounted energy efficiency measures
- benefits entitlement check

To qualify it was necessary to be a customer of EDF Energy and either:

- spend more than 10% of income on household energy costs each year, **or**
- be in receipt of Income Support and/or receive Pension Credit benefits



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Electricity prepayment customers were able to pay the Energy Assist tariff price using their meter, rather than receiving a rebate, however prepayment gas consumers were sent rebates.

E.ON – Warm Assist social product

- up to 15% discount on standard electricity and gas prices
- personalised energy efficiency advice
- free energy efficiency measures
- benefits entitlement check

To qualify it was necessary to be aged 60 or above, be on a low income and meet one of the following criteria:

- be in receipt of Pension Credit, **or**
- be in receipt of Disability Living Allowance, **or**
- be in receipt of Attendance Allowance, **or**
- have high energy consumption arising from a medical condition (at E.ON's discretion)

npower - Spreading Warmth Tariff

This tariff offered average annual savings of over 20% compared to standard prices (based on a consumer who had dual fuel and paid by cash, cheque or via a prepayment meter).

To be eligible a consumer must have had an annual income below £13,500 and someone in the household who was either:

- 60 or over, **or**
- disabled, **or**
- chronically sick, **or**
- a child under 16

ScottishPower - Fresh Start

Features offered as part of tariff:

- the tariff was equal to the cheapest ScottishPower tariff at any time regardless of payment method
- benefits check to ensure consumers are claiming all the benefits they are eligible for
- energy efficiency advice

The tariff was available to anyone over the age of 60 and in receipt of one of the following social welfare benefits:

- Attendance Allowance
- Council tax benefit (not including single occupancy discount)
- Disability Living Allowance
- Disabled persons tax allowance
- Child Tax Credit (where income is less than £15,460)
- Housing benefit
- Income-based Job Seekers Allowance
- State Pension Credit
- Working Tax Credit (where household income is less than £15,592)
- War Disablement Pension (which either includes a mobility supplement or constant attendance allowance)
- Industrial injuries disablement benefit (must also have a constant attendance allowance)



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Scottish and Southern Energy (Scottish Hydro) - Energyplus Care

Key features included:

- minimum 20% reduction on cheapest tariff in that geographical area
- free energy efficiency advice
- free energy efficiency measures (can range from low energy light bulbs to a free fridge or a discounted fridge/freezer)
- free benefits entitlement check

Customers may have qualified for Energyplus Care if they spent over 20% of income on energy bills. To qualify they also must have completed a questionnaire over the phone or in person.

The key categories were as follows:

- total household income including any benefits received
- home and how energy efficient it is
- annual fuel costs
- other additional support needs



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Warm Home Discount (WHD)

The Warm Home Discount requires energy companies by law to give a discount on energy bills to some of their most vulnerable customers¹. This mandatory scheme has replaced the previous voluntary agreement with the energy companies. Over the four years of the scheme to 2015, WHD will be worth up to £1.1bn and is expected to help around two million households per year.

Energy companies are required to provide a discount on electricity bills to a 'core group' of low income pensioners (initially comprising those in receipt of the 'guarantee' element of Pension Credit, expanding to include every pensioner in receipt of the Savings Credit element by 2015). They are also required to provide the same discount to a 'broader group' of their customers, although they retain discretion over who will be eligible for the discount. The discount for customers in both the core and broader groups is £120, increasing to £140 in year four.

Under their voluntary agreements energy companies had commitments such as social tariffs. They must manage down expenditure on these commitments because their 'legacy spend' will be capped, and phased out over the first three years of WHD.

Energy companies can (with Ofgem approval) spend a maximum of £30m per year on industry initiatives. These initiatives might include: financing of organisations which refer customers in fuel poverty to suppliers; providing or funding the provision of benefit entitlement checks; and also providing or funding energy efficiency measures.

The Department for Energy and Climate Change (DECC) expects the expenditure to break-down as follows:

Expected expenditure across the scheme (nominal prices)

Expenditure Type	2011/12	2012/13	2013/14	2014/15
Core Group	£97m	£143m	£159m	£190m
Broader Group	£3m	£47m	£88m	£90m
Total Legacy Spending and Industry Initiatives Cap	£150m	£85m	£53m	£30m
<i>Legacy Spending Cap</i>	<i>£140m</i>	<i>£70m</i>	<i>£35m</i>	<i>£0m</i>
<i>Industry Initiatives Cap</i>	<i>£30m</i>	<i>£30m</i>	<i>£30m</i>	<i>£30m</i>
Total	£250m	£275m	£300m	£310m

Source: UK Government Response to the Consultation on the Warm Home Discounts, 2011.



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

DECC has issued [Draft Regulations outlining the new Warm Home Discount](#)

Details on each of the 'big six' energy supplier's broader group eligibility criteria can be found in Appendix to Factsheet IV.B.4

¹ Fuel suppliers previously offered special, lower priced tariffs for households vulnerable to fuel poverty, however this was on a purely voluntary basis at the discretion of each supplier. Eligibility for these 'social tariffs' was also at the discretion of each fuel supplier.



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Broader Group Eligibility 2011/2012

British Gas

Customers meeting **one** of the following criteria are eligible to apply to British Gas' Broader Group scheme:

- In receipt of State Pension Credit – guaranteed and savings, or savings only
- In receipt of means tested benefits and in receipt of cold weather payments (as per regulation guidelines)
- Vulnerable and on very low income (less than £16,190 per annum)
- Low income (less than £16,190 per annum) and spending more than 10 per cent on fuel per year for adequate heating (usually 21 degrees Celsius for the main living area, and 18 degrees Celsius for other occupied rooms)

E.ON

Customers meeting one or more of the following criteria are eligible to apply to E.ON's Broader Group scheme:

- A person who receives State Pension Credit (either Guarantee only, Guarantee and Savings, or Savings only)
- A person who receives Child Tax Credit where the relevant income is below £16,190
- A person who receives Income Support, income-related Employment and Support Allowance or income-based Jobseekers Allowance **and** receives any one of the following benefits:
- Child tax credit which includes a disability or severe disability element; a disabled child premium; a disability premium, enhanced disability premium or severe disability premium; a pensioner premium, higher pensioner premium or enhanced pensioner premium.

EDF

Customers meeting the following criteria are eligible to apply to EDF's Broader Group scheme:

- A person who receives Income Support or income-related Employment and Support Allowance or Income Based Job Seekers Allowance **and** one of the following:
- In receipt of Long Term Incapacity Benefit or Severe Disablement Allowance or Disability Living Allowance (DLA), for themselves or a



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

- child living with them **or**
- Have a child who was under five on the 1 April 2011 (ie born after 31 March 2006)

SSE

Customers meeting the following criteria are eligible to apply to SSE's Broader Group scheme:

- A person in receipt of Pension Credit (who does not fit the Core Group criteria because they have Savings Credit only, or both Guaranteed and Savings Pension Credits) **or**
- A person who receives Income Support, income-related Employment and Support Allowance which includes a work-related activity or support component or income-based Job Seeker's Allowance **and** receives any of the following benefits:
- Child Tax Credit which includes a disability or severe disability element, a disabled child premium, a disability premium, enhanced disability premium or severe disability premium, a pensioner premium, higher pensioner premium or enhanced pensioner or has a child under the age of five years old living at home.

Npower

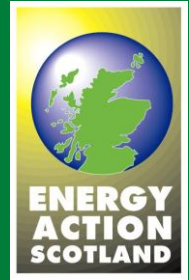
Customers meeting the following criteria are eligible to apply to Npower's Broader Group scheme:

- A person who receives Income Support, income-related Employment and Support Allowance which includes a work-related activity or support component or income-based Job Seeker's Allowance **and** receives any of the following benefits:
- Child Tax Credit which includes a disability or severe disability element, a disabled child premium, a disability premium, enhanced disability premium or severe disability premium, a pensioner premium, higher pensioner premium or enhanced pensioner or has a child under the age of five years old living at home.

ScottishPower

Customers meeting the following criteria are eligible to apply to ScottishPower's Broader Group scheme:

- A person who receives Income Support, income-related Employment and Support Allowance or income-based Job Seeker's Allowance **and**:
- Have a child aged under 5 by 31st March 2012 permanently living with them **or** receive one of the following
- Child tax credit which includes a disability or severe disability element
- A disabled child premium
- A disability premium, enhanced disability premium or severe disability premium



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

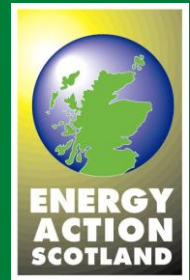
Priority Service Register (PSR)

Energy suppliers are required to keep a register of priority service customers who, by virtue of being of pensionable age, disabled or chronically sick, require information or advice on the special services available. Suppliers must provide the following services free of charge (where appropriate) to **eligible customers who request it**:

- password schemes
- bills available in large print and braille as well as talking bills
- quarterly meter reading services (if no person occupying the premises is able to read the meter)
- having a prepayment meter moved to improve access
- bill nominee scheme
- priority in an emergency (this could include providing alternative heating and cooking facilities in the event of supply disconnection).

Suppliers are prohibited from disconnecting a premises occupied by a customer eligible for the PSR during the winter months (1 October - 31 March).

See overleaf for a list of contact numbers for the Priority Service Register in each of the Big Six suppliers.



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Contact details:

British Gas, including Scottish Gas (Home Energy Care)

Tel: **0800 072 8625**

Textphone: **18001 0845 955 5202**

Web: www.britishgas.co.uk

ScottishPower (Care Free)

Tel: **0845 2700 700**

Web: www.scottishpower.co.uk

EDF Energy

Tel: **0800 169 9970**

Web: www.edfenergy.com

E.ON (Caring Energy)

Tel: **0800 096 3080**

Web: www.eon-uk.com

Scottish and Southern Energy, including Scottish Hydro (Careline)

Tel: **0800 622 838**

Textphone: **0800 622 839**

Web: www.southern-electric.co.uk

npower Warm Response Service

Tel: **0808 172 6999**

Textphone: **0800 413 016**

Web: www.npower.com



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Funds/Foundations/Trusts

Some energy companies have trust funds which aim to help customers who are in debt, or which may fund projects which provide support for the fuel poor .

E.ON

The E.ON CaringEnergy Fund aims to assist E.ON customers who are living in low income households (a household income of less than £16,040 pa and savings below £8,000).

The E.ON CaringEnergy Fund can offer the following assistance to successful applicants:

- payments in full or part to cover the cost of repairing or installing heating measures
- payments in full or part to cover the cost of essential household appliances.

Call on Freephone **0800 051 1480**. Lines open Monday to Friday 8am-6pm.

British Gas & Scottish Gas

All customers of British Gas and Scottish Gas with current debt are able to apply to the British Gas Energy Trust Fund. The British Gas Energy Trust offers two types of grant:

- 1) Grants to clear arrears on domestic gas/electricity bills
- 2) To clear arrears of other essential domestic bills or purchase of essential household items.

Download a form/complete online or phone to request a form

Website: www.britishgasenergytrust.org.uk
 Online Form: www.charisonline.co.uk/bget/
 Application Request Number: **01733 421060**

EDF Energy

All customers of EDF Energy with current debt are able to apply to the EDF Energy Trust Fund. The EDF Energy Trust offers two types of grant:

- 1) To clear gas or electricity debt
- 2) To help with other essential household bills and appliance purchases

Download a form/complete a form online or phone to request a form

Website: www.edfenergytrust.org.uk
 Online Form: www.charisonline.co.uk/edfet/
 Application Request Number: **01733 421060**

npower

npower's Energy Trust may provide one-off payments (Further Assistance Payments) for household bills, energy arrears or essential household appliances.

Download a form/complete a form online or phone to request a form

Website: www.npowerenergytrust.org.uk
 Online form: npet@charisgrants.com
 Application Request Number: **01733 421060**



Suite 4a
 Ingram House
 227 Ingram
 Street
 Glasgow
 G1 1DA

Tel: 0141 226
 3064

Fax: 0141 221
 2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
 end fuel
 poverty and
 achieve
 warm, dry
 homes for
 all."*

Scottish and Southern Energy/Scottish Hydro

No specific scheme available for individual consumers. The website includes information on the support services available.

Website: www.hydro.co.uk/helpandadvice

ScottishPower

No specific scheme available for individual consumers. Not-for-profit organisations can apply for funding to provide support for those in fuel poverty. Priority is given to projects aimed at helping families with young children.

Apply via website or phone to request a form

Website: www.energypeopletrust.com

Application Request Number: **0141 568 3492**



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*

Home Heat Helpline

The Home Heat Helpline is a free, central phone number offering practical advice for people concerned about paying their energy bills. The Helpline is staffed by specially trained advisors. In addition to providing support for individuals, the Helpline handles calls from care professionals, community workers and from organisations such as the Citizens Advice Bureau and housing providers.

Call the Helpline on **0800 33 66 99** or, for the hard of hearing, on **minicom 0800 027 2122**. The Home Heat Helpline has access to an interpreting service.

Open 9am-8pm Monday-Friday and 10am-2pm Saturday.

It also offers an online enquiry service: www.homeheathelpline.org.uk

Home Heat Helpline is a free national service to help electricity and gas customers who are considered to be vulnerable. It is funded by the energy companies and is aimed particularly at those who:

- are of pensionable age
- have young children and are on a low income, or
- are disabled or have a long-term health condition.

The helpline may be able to help customers by:

- identifying ways to save energy
- explaining how to access reduced and social tariffs
- helping with applications for grants for free home insulation
- enabling them to join the Priority Service Register
- helping agree a flexible payment option for those who have fallen behind on bill payment
- carrying out a benefit entitlement check
- providing a disconnection safety net to ensure that no vulnerable customer will be knowingly disconnected, even if they are unable to pay their bill.

0800 33 66 99



Suite 4a
Ingram House
227 Ingram
Street
Glasgow
G1 1DA

Tel: 0141 226
3064

Fax: 0141 221
2788

Email:
eas@eas.org.uk

Website:
www.eas.org.uk

*"Working to
end fuel
poverty and
achieve
warm, dry
homes for
all."*