

Energy Action Scotland Advisors Toolkit

Chapter IV. Sources of help and funding

C. OTHER SOURCES OF HELP



*“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

Other Sources of Help and Advice

- **Citizens Advice (formerly Consumer Direct) 08454 04 05 06**
Provides independent help and advice to energy customers.

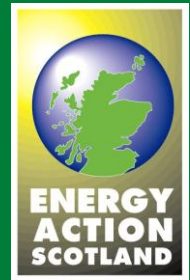
Also, Consumer Focus hosts an **Ask the Adviser** service. This service provides real-time responses to front line staff to help them deal with clients' energy issues. Phone **0844 980 0041** during office hours.

Consumer Focus maintains a **Knowledge Base**, designed to help outside agencies dealing with energy issues. The Knowledge Base site provides access to a FAQ section and a range of advice leaflets. Questions submitted will receive an expert response. Select partners login option at www.consumerfocus.org.uk (username – **Adviceprovider**, password – **Info4you**).

- **Home Energy Scotland Hotline 0800 512 012**
Offers free, impartial energy advice as well as information on the **Energy Assistance Package** and other energy saving grants and schemes.
- **Home Heat Helpline 0800 33 66 99**
Provides free, practical energy advice for people concerned about paying their gas and electricity bills.
- **Citizens Advice Bureaux**
Offer free impartial advice on a wide range of subjects including benefits, debt and money advice and consumer issues.

An online advice service is available at www.adviceguide.org.uk. For general information on Citizens Advice Scotland and to locate the nearest Bureau see www.cas.org.uk

- **National Debtline 0808 808 4000**
Offers free, confidential and independent advice on ways to deal with debts.
- **NHS 24 08454 24 24 24**
Provides information on health issues.
Information can also be found at www.nhs24.com
- **Solid Fuel Association 0845 601 4406**
For tips on saving energy and advice on open fires and solid fuel central heating systems.



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."*

- Jobcentre Plus**
0800 055 6688
 Provide information and support on a range of benefits, including Cold Weather Payments.
- Winter Fuel Allowance Helpline**
08459 15 15 15
 Provides information on the Winter Fuel Allowance
- Energy Saving Trust**
0800 512 012
 A network of advice centres which provide free, independent and local energy saving advice to householders. In Scotland the same organisation provides advice on the Energy Assistance Package and other grants or loans available to householders through the same hotline.
www.energysavingtrust.org.uk
- Macmillan Cancer Support**
0808 808 00 00
 Provides up-to-date information on cancer for patients, relatives and carers, including financial support.
www.macmillan.org.uk
- Age Scotland**
0845 125 9732
 The Scottish Helpline for Older People helps older people and those who care for or work with older people to find an answer to questions about community care, tax, pensions, benefits or any other issue.
www.agescotland.org.uk

Main Customer Service Phone Numbers for the Big Six Suppliers

ScottishPower	0845 270 0700
EDF Energy	0800 096 9000
Scottish Gas	0800 048 0202
E.ON	0845 301 5793
Scottish Hydro Electric	0800 223 377
npower	0800 316 2604



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."*