

Saving money through energy efficiency

Take control of your heating

More than half the money spent on fuel bills goes towards providing heating and hot water.

Turning down your thermostat by just one degree can save an average household can save you around £65 a year

Switch off standby

You can save around £40 a year just by remembering to turn your appliances off standby mode.

The above are just a few of many tips to save money around the home

Visit the Citizens advice website for more energy saving tips and advice

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>

For an energy appointment with a specialist energy advisor contact us on

Telephone: 01909 498892

email: energy@bassetlawca.org.uk

**Website: www.bassetlawca.org.uk
and click the link to the referral portal**

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

bassetlawca.org.uk



Published June 2022

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

Ways to get help if you are struggling to pay for your energy



**citizens
advice**

What to do if you're behind on your energy bills

Agree a payment plan with your supplier

Tell your supplier that you want to pay off your debts in instalments as part of a payment plan.

This is where you'll pay fixed amounts over a set period of time, meaning you can pay what you can afford. The payment plan will cover what you owe plus an amount of your current use.

Your supplier must take into account how much you can afford to pay and how much energy you'll use in the future.

Grants to help pay back money you owe

You might be able to get a grant from your energy supplier or from the British Gas Energy Trust to pay off your debts. When applying, you'll have to provide detailed information about your financial situation in your application. It could take a while to complete and you can get help from one of our advisers if you need it. Check the grant website to see what you need to do to apply.

Pay off your debt through your benefits

You might be able to repay your debt directly from your benefits. Contact your local Job Centre to check eligibility

Grants and benefits to help you pay your energy bills

There are different grants and benefits available.

Warm Home Discount

This is a discount to help you pay your bills. You might be able to apply to get £150.00 off your energy bill if you're on a low income. If you get the guaranteed element of pension credit you should get the discount automatically.

Check with your supplier to see if they offer the Warm Home Discount - not all suppliers are part of the scheme. This can also be checked on the Gov.uk website

Applications are usually open between October and March but varies between individual suppliers

Winter Fuel Payment

This is an annual one-off payment to help pay for heating during winter. This is available to people over pensionable age

Cold weather payments

These are one-off payments to help pay for extra heating costs when it's very cold. To get these payments you'll need to meet certain eligibility criteria such as claiming Universal Credit or Income Support.

You can find more info about these discounts and payments on gov.uk

If you have a prepayment meter

If you have a prepayment meter, there are ways to get help topping up.

Getting temporary credit

If you've run out of gas or electricity and you can't top up (for example because you can't afford to) your energy supplier should give you temporary credit. Your supplier might add this to your meter automatically. If they don't, you should ask for it as soon as you can by checking their website

Fuel vouchers

Are a one off payment to help people struggling to pay their gas and/or electricity, depending on eligibility and availability

Different organisations may be able to issue them including some local Citizens Advice and/or energy advice organisations. Vouchers are subject to availability and matching qualifying criteria.

Household support fund

You may also be able to get support from the Household Support Fund - a government scheme to support households with essentials including energy.

The fund is run by councils so contact your local council for details on the scheme.