



Warm in Wealden

Worried about keeping your home warm this winter?

Think you are paying too much for your energy?

Want to be more energy efficient?

Then we can help!

Call us on **03444 111444**

Email us at www.eastsussexcab.org.uk

Drop in to our offices in Crowborough, Hailsham Uckfield or our weekly Friday morning advice session at Heathfield Community Hub. See our website for details and opening times
www.wealdencitizensadvice.org.uk

This leaflet contains a few ideas to get you started.....

1. Switching

Thought about shopping around, but not sure where to start...then try our switching tool at <https://energycompare.citizensadvice.org.uk> or book an **appointment** and we can help you through the process.

Or how about taking part in the... **Big Wealden Switch**

Wealden District Council is working with iChoosr to offer residents a collective switch. In 2017 nearly a thousand household joined the campaign, saving an average of £228 each. Collectively residents saved £217,549.

Once you register for the scheme you are entered in an auction where the bargaining power of lots of people like you is used to get energy companies to under-bid one another to provide you with a competitive tariff. As long as you are the bill payer, you will be able to take part, regardless of tenancy or meter type.

The 2018 scheme will be launched in the new year, but you can register your interest at <https://bigcommunityswitch.ichoosr.com>

You will need your annual fuel statement or recent energy bills to complete the process.

After the auction you will be contacted by email or letter with a personal offer. If you like the offer you can accept and switch to your new supplier at a fixed price contract for twelve months.



2. Reduce your energy usage

The Energy Savings Trust <http://www.energysavingtrust.org.uk/home-energy-efficiency> has lots of ideas from using your home appliances more efficiently to how best to use your heating system and insulate your home.

3. Warm Home Discount

This is a £140 electricity bill rebate. You should receive this automatically if you get the Guarantee Element of Pension Credit. If you are in receipt of other benefits, call your supplier to check eligibility and how to apply.

If you are a prepayment meter customer you should receive a voucher that can be redeemed onto your credit meter. The number of Warm Home Discounts issued is capped so **apply now!**

4. Winter Home Check Service 0800 085 1674

If you are over 65, or if anyone in your house is disabled, or you have a family with children and are on a low income, you may qualify for the Winter Home Check Service. The service provides:

- An assessment of your home and how to keep warm and well
- Small home repairs, such as improving insulation, repairing or replacing boilers, clearing gutters or chimneys
- Emergency temporary heating
- Advice on getting help with cutting the cost of heating.

The East Sussex County Council website has more information including handy hints and tips on keeping warm this winter www.eastsussex.gov.uk/socialcare/support-to-stay-at-home/help-to-keep-warm-and-well/

5. Priority Services Register

If you are: of pension age; have a disability, hearing or visual impairment or are chronically sick then you can sign up for the register via your energy company (if you have different suppliers for gas and electricity you will need to sign up via both).

Being on the register gives you a range of benefits such as: free advice; priority reconnection if your supply is interrupted along with alternative facilities for cooking and heating; gas safety checks; help to read your meter and protection from cold callers.

6. Are you getting all you are entitled to?

We can help make sure that you are getting the right benefits, tax credits and any other related support, just call our ADVICELINE 03444 111444 or drop in and ask for an appointment for a benefit check.

7. Keep Warm Keep Well

The NHS website www.nhs.uk/livewell/winterhealth has lots of advice on keeping well over the winter.

... remember if you are 65 or over, pregnant, aged 2, 3 or 4 years old, have a serious medical condition, live in a residential care home or are the main carer for an elderly or disabled person, you are entitled to **a free flu jab.**

8. Managing your money

If you are in arrears with your energy bills or have other money worries, we can help you get back on track and ensure your arrangements going forward are affordable.

9. Extra help

If you receive certain means tested benefits, you may be entitled to help with energy efficiency measures such as insulation, white goods and even a new boiler (if your boiler is over 10 years old and not a condensing boiler). You might also be able to get a grant from a charitable trust to help pay off any arrears, indeed some energy companies run their own trusts. Charis Grants at www.charisgrants.com administers many of these schemes or the Energy Saving Advice Service can help 0300 123 1234 www.energysavingtrust.co.uk