



I know many people round here are worried about gas and electricity prices as a result of the big increases in world oil prices. The price of oil is starting to come down and I'm calling on energy companies to pass on the cuts to customers.

But I wanted to make sure you were aware about the help and support that is available this winter.

What support can I get?

The Government has recently announced a new £1 billion package of measures to help families on low and modest incomes permanently cut their energy bills.

- Help for families to make savings of up to £300 a year on their energy bills.
- 50% off loft and cavity wall insulation for every household.
- Free Insulation for pensioners.

But simple measures like switching to the right tariff or getting home insulation can help get household bills down. You can:

- Contact your energy company to check if you are entitled to be on their lower tariffs for those on low incomes.
- Shop around between suppliers to get the best deal for your circumstances

Where do I go for Help?

1. WARM FRONT - 0800 316 2805

If you are on a low income or pensioner households on benefits you should contact Warm Front who offer up to £2,700 for central heating, insulation and other energy saving measures.

2. ENERGY SAVING TRUST - 0800 512 012

You can contact the Energy Saving Trust for free, independent and local energy saving advice, including how to access deals on discounted or free insulation as you may be eligible to get cut-price deals which could help save hundreds of pounds on your fuel bills.

3. CONSUMER DIRECT - 08454 040506

This is a Government funded advice service. They can give you advice on resolving complaints you may have with your energy company and help with debt management.

4. HOME HEAT HELPLINE - 0800 33 66 99

They can put you in touch with the right people at your energy supplier who can arrange reduced tariffs if you're on a low income or other services such as free insulation. Home Heat can also check if you may be entitled to other help and refer you to Warm Front if you qualify.

5. YOUR LOCAL COUNCIL - (INSERT DETAILS OF LOCAL SCHEMES)

Your Council may also offer local help with local schemes to help reduce your household bills.

Pensioners

If you are a pensioner you are also eligible for additional help including direct cash support:

- You can get a Winter Fuel Payments of £200 for households with someone aged 60 or over, or £300 if 80 or over.
- Also this autumn you'll get an additional one-off payment of £100 if you're aged 80 or over and £50 if you're 60 or over, to be paid alongside your normal Winter Fuel Payment.
- You may also automatically receive a Cold weather payment of £25 a week if the average temperature where you live is recorded as, or forecast to be, zero. degrees Celsius or below over seven consecutive days during the period from 1 November to 31 March.

Useful Numbers

Warmfront

www.warmfront.co.uk
0800 316 2805

Energy Saving Trust

www.energysavingtrust.org.uk
0800 512 012

Consumer Direct

www.consumerdirect.gov.uk
08454 040506

Home Heat Helpline

0800 33 66 99

Act on CO₂ - ideas and advice on making your home more energy efficient

www.direct.gov.uk/actonco2
0800 512 012

Consumer Council for Water - takes up consumers' complaints if they have tried and failed to resolve issues with their water and sewerage companies.

www.ccwater.org.uk
0845 039 2837

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