

Factsheet 1 September 2009

Help with heating costs

About this factsheet

This factsheet provides information about how to make your home energy efficient and about financial assistance that may be available to help you pay fuel bills and install energy efficiency measures. It also tells you how to choose an energy provider and what to do if you have a complaint against them.

The information given in this factsheet is applicable in England. Different rules may apply in Wales, Northern Ireland and Scotland. Readers in these nations should contact their respective national Age Concern organisation for information specific to where they live – see section 13 for details.

For details of how to order other Age Concern factsheets and information materials go to section 13.

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1 Energy efficiency

You can make your home warmer and reduce your fuel bills by improving your home's insulation, taking a few energy-saving measures and using appliances more efficiently.

Insulating wall and loft spaces can significantly reduce heat loss in the home. Walls are responsible for around a third of the heat lost in most homes and an uninsulated loft for around a quarter of the heat lost. Insulating hot water tanks and pipes will help keep your hot water hot for longer. Draught proofing is a cheap and cost-effective way to reduce your heating bills and double glazing can cut heat loss through windows significantly. By installing heating controls, you can control your heating more effectively and save on your heating costs.

If your boiler is over 15 years old you may want to think about changing it to make it more energy efficient. Since 1 April 2005 in most circumstances if you have installed a new boiler or replaced an existing one, you will have had to install a condensing boiler to meet higher standards for energy efficiency. When it is not possible to install this type of boiler a non-condensing boiler will be acceptable. Your installer will use the assessment procedure to decide what boiler to install. If they advise you that it would be unreasonable to install a condensing boiler in your home, they should give you a declaration form. Always use a Gas Safe Register installer (see section 12).

Gas and electricity companies will give general advice on the best way to use appliances and on how the effectiveness of your heating system could be improved. You can also get advice from your local Energy Efficiency Advice Centre or visit the Energy Saving Trust website (see section 12 for details).

2 Warm Front

2.1 Warm Front grant

Warm Front is a government-funded scheme that provides grants to make your home warmer and more energy efficient. You may be eligible if you own or privately rent your home and if you are in one of these categories:

- householders aged 60 or over who receive one of the qualifying benefits: Pension Credit, Council Tax Benefit, Housing Benefit, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support
- householders who have a child under 16 (or are pregnant and have a maternity certificate MAT B1) and receive one of the qualifying benefits: Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Pension Credit, Housing Benefit, Council Tax Benefit
- householders who receive one of the following benefits: Working Tax Credit (must include a disability element and your income must be below certain level), Child Tax Credit (your income must be below certain level), Income Support (must include a disability premium), Housing Benefit (must include a disability premium), Council Tax Benefit (must include a disability premium), Attendance Allowance, Disability Living Allowance, Industrial Injuries Disablement Benefit (must include Constant Attendance Allowance), War Disablement Pension (must include the mobility supplement or Constant Attendance Allowance).

A householder whose partner fulfils the eligibility criteria may also be eligible. Partner includes the spouse, civil partner or person with whom the applicant lives as husband and wife or civil partner.

The Warm Front grant provides a package of insulation and heating improvements, up to the value of £3,500. In areas without a gas supply a maximum grant of £6,000 may be available. It may include cavity and loft insulation, draught proofing, hot water tank insulation, glass-fronted fire, central heating (gas, electric or oil), energy efficiency advice and low-energy light bulbs.

If the property has previously received any measures under Warm Front, the value of the grant available to the existing householder will be the balance of £3,500 (or £6,000 in areas without a gas supply) less the value of all works previously completed in the property under Warm Front since June 2000.

In rented accommodation, the landlord's consent is needed before any work can be undertaken. Landlords must not put rent up because of the improvements funded by the Warm Front for a set period of time (one year following insulation works or two years following heating works).

The Warm Front grant is managed by eaga, the organisation appointed by the government. For more information and to apply, contact Warm Front (see section 12). They will then arrange for a surveyor to visit your property and assess what work needs to be done.

2.2 The £300 heating rebate

Householders who are 60 or over and are not entitled to the Warm Front grant can still receive a grant of maximum £300 (the heating rebate) for the provision or replacement of certain heating systems. This is available to those who own or privately rent their home. Qualifying applicants have to use one of the installers approved by eaga and the payment is made directly to the installer on completion of the work. For more information and to apply contact Warm Front (see section 12).

3 Help from the local authority (council)

Local authorities have a general power to help improve living conditions. Help can include an adaptation or improvement of living conditions by providing a grant, a loan, materials or any other form of assistance. Each local authority must have a published policy describing the sort of help it offers.

Your local home improvement agency, sometimes called Care & Repair or Staying Put, may be able to provide you with more information and assistance. To find out whether there is one in your area, contact your local Age Concern, your local council's housing department or Foundations (the national co-ordinating body for home improvement agencies). See section 12 for more details.

Further details about the assistance available for housing improvements and repairs are explained in Age Concern Factsheet 13, *Funding repairs, improvement and adaptations*.

4 Help from the Social Fund

If you receive Pension Credit, Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance, you might be able to get a community care grant or budgeting loan from the Social Fund to help you with exceptional expenses. If you do not receive any benefits you may be able to apply for a Crisis Loan; this sort of loan is for people who have emergency needs or are involved in a disaster (eg fire or flood), where the loan is necessary to prevent serious damage or risk to their health and safety.

Applications for Social Fund payments should be made to your local Jobcentre Plus office. These can cover the installation of a pre-payment meter, reconnection charges or buying essential household equipment such as cookers and heaters. Community care grants do not have to be repaid but budgeting and Crisis Loans do.

For more information about the Social Fund see Age Concern Factsheet 49, *The Social Fund*.

5 Help from energy suppliers

5.1 Help with insulation

You may be able to get help from your energy supplier (electricity or gas company) to improve the energy efficiency of your home.

If you are aged 70 or over, or receiving disability or income-related benefits (including Pension Credit, Housing Benefit and Council Benefit), and live in private rented accommodation or are an owner-occupier, you may be able to get free cavity wall and/or loft insulation.

If you do not receive relevant benefits you may still be able to get a 50% discount on the above insulation measures.

For more information contact your local Energy Efficiency Advice Centre or the Home Heat helpline (see section 12). Your local council or energy provider should also be able to advise you further.

5.2 Social tariffs

Energy providers may offer social tariffs to consumers who are having difficulty paying their bills. The eligibility criteria are different for different suppliers; for example, qualifying consumers may be those who spend more than 10% of their income on fuel or those who are on certain benefits. All social tariffs should equal the suppliers' cheapest deals but some customers may still be able to get a better deal by switching to another supplier, particularly if they are also able to change their payment method (see section 7.1).

For more information visit the Consumer Focus website or talk to Consumer Direct (see section 12). For details of currently available social tariffs contact your supplier

5.3 Energy Rebate Scheme

In 2010 you may be entitled to a one off rebate of £80 on your electricity bill under the energy rebate scheme that the Government has arranged with some electricity suppliers. You may be eligible if you were aged 70 or over on the 26 March 2010, you are responsible for the electricity account where you live and receiving the guarantee element of Pension Credit only (that is you are not receiving any savings credit). You also have to be a customer of one of the participating electricity suppliers and not already receiving a social or discounted tariff.

To find out which suppliers participate in the scheme see DirectGov website; to find out what tariff you are on call your electricity supplier. For information about Pension Credit see Factsheet 48 Pension Credit.

If you are eligible you should be getting a letter by the end of July confirming your eligibility and the payment should be credited automatically to your electricity account. If you pay your electricity costs by pre-payment meter, your electricity supplier should contact you to let you know how to get your £80. When it is not possible to pay the rebate automatically customers should be receiving a letter by the end of July with details on eligibility and how they can receive the rebate.

If you have further queries contact the Energy Rebate Scheme helpline on 0845 600 0033.

6 Help with paying bills

6.1 Cold Weather Payments

You are entitled to Cold Weather Payments of £25 (for this winter) for each qualifying week if:

- the average temperature in your area has been, or is expected to be, 0° Celsius or below for seven consecutive days; and
- you have been awarded Income Support, income-related Employment and Support Allowance or income-based Jobseeker's Allowance for at least one day during the period of cold weather and you are getting disability premium or you are responsible for a child under five; or
- you have been awarded Pension Credit for at least one of those days and you are not in a care home.

Payment will be made automatically so you do not need to make a claim.

6.2 Winter Fuel Payments

Winter Fuel Payments provide help with the cost of fuel bills for pensioner households. There are no income or savings limits, and they are not taxable. You are entitled to a Winter Fuel Payment in 2010 if you have reached the qualifying minimum age in the week beginning on the third Monday in September (the qualifying week). The minimum qualifying age is currently rising in line with the rise in women's State Pension age. In 2010/11, this applies if you have reached your 60th birthday before 6th July 2010. For more information about State Pension see Factsheet 19 State Pension. There is a ready reckoner that enables people affected by the pension age changes to see at what age they become eligible for their State Pension and related benefits. You can find it on the Directgov website www.direct.gov.uk.

You are not entitled to a payment if during that week you fall into one of the following categories:

- you have been in hospital for more than 52 weeks
- you are getting Pension Credit, Income Support, income-related Employment and Support Allowance, or income-based Jobseeker's Allowance and you live in a care home and have been in the home for the 12 preceding weeks

- you are subject to immigration control
- you are serving a custodial sentence.

If you are receiving social security benefit (apart from Child Benefit, Housing Benefit or Council Tax Benefit) or a State Pension, or received a payment last year, you should receive the payment automatically.

In other cases you will need to make a claim by 30 March following the qualifying week. There is no time limit for the first three winters 1997/98, 1998/99, 1999/2000.

The Department for Work and Pensions (DWP) Winter Fuel Payments helpline 0845 915 1515 can give you information about making a claim or answer questions about the payments.

Payments for 2010/11

The payment is an annual lump-sum payment of £250 if you have reached the minimum qualifying age but you are under age 80 and live alone or are the only person in the household who qualifies. Couples receiving Pension Credit, Income Support, income-related Employment and Support Allowance or income-based Jobseeker's Allowance will get only one payment made to either partner. Other couples or any other qualifying people aged under 80 living in the household will get £125 each.

You will receive £400 if you are the only person in the household aged 80 or over, or £200 each if there are more people aged 80 or over entitled to this payment. If one of you is 80 or over and the other is under age 80 but over the minimum qualifying age then you will receive £275 and £125 respectively.

If you were living in a care home throughout the qualifying week and the 13 preceding weeks and are not getting Pension Credit, Income Support, income-related Employment and Support Allowance or income-based Jobseeker's Allowance you are only entitled to £125 if you are under age 80 or £200 if you are aged 80 or over.

7 Changing energy supplier

You may be able to save money on your bills by changing your energy supplier. You will still use the same meters and have the same gas pipes and electric cables. All that will change will be the company that sells you your electricity and gas, and sends you bills.

7.1 How to find the best deal?

Comparison of prices can be difficult because different suppliers use different methods of charging, and the actual costs will depend on how much gas or electricity you use and how you decide to pay your bills. For example, some suppliers do not have a standing charge but have a higher price per unit. This could be attractive if you do not use much gas or electricity in a year. Paying by direct debit tends to be cheaper than paying quarterly or having a pre-payment meter.

To find the best deal you need to work out how much you are paying for your gas and electricity each year. You can do this by looking at your last four quarterly bills. Then you need to find out which other companies operate in your area and how much they charge; they should be able to send you pricing details on request.

You can find contact details for energy companies on the Consumer Focus website or call Consumer Direct for more information (see section 12).

Alternatively, there are websites that will calculate which gas and electricity suppliers can offer you the cheapest deal. Twelve of them have signed a voluntary code of practice for companies providing price comparison services to consumers.

They are:

- www.confused.com
- www.energyhelpline.com
Tel: 0800 074 0745 (free call)
- www.energylinx.co.uk
Tel: 0845 225 2840 or 0800 849 7077
- www.homeadvisoryservice.com
Tel: 0845 1800 300
- www.moneysupermarket.com
Tel: 0845 345 1296
- www.saveonyourbills.co.uk
Tel: 0800 055 3800 (free call)

- www.simplyswitch.com
Tel: 08000 111 395 (free call)
- www.theenergyshop.com
Tel 0845 330 7247
- www.ukpower.co.uk
Tel: 0845 009 1780
- www.unravelit.com
Tel: 0800 279 4091 (free call)
- www.uswitch.com
Tel: 0800 404 7908 (free call)
- www.whichswitch.co.uk

Some providers will have special tariffs such as capped/fixed-price tariffs or specialist tariffs aimed at a particular group of qualifying customers (such as older people) and offering special benefits; they may not be included in price comparison websites and you should check with individual providers what is available. Be aware that these tariffs may be more expensive than a company's current standard tariff.

Price is not the only reason to change supplier. You might want to ask the company the following questions before you make a decision.

- What payment methods are offered? Some payment methods may be cheaper than others; for example, it is usually cheaper to pay your bills by monthly direct debit or over the internet, than to pay by cheque on a quarterly basis.
- Are there any special discounts or schemes? Some suppliers offer special discounts when they supply both gas and electricity to consumers (ie dual fuel).
- Are there any extra or hidden charges? Some suppliers add a standing charge to your bill; others do not but they may charge a higher unit price.
- How well do they perform? Consumer Focus has a website page with details of the number of complaints received from consumers about individual suppliers and Consumer Direct should be able to send you a printed version if you do not have access to the internet (see section 12).

- Do they offer any other services? (And are you interested in them?) All suppliers have to offer special services for older, disabled or chronically sick people (see section 10).
- What are the supplier's policies on debts and disconnection? (see section 8).

Changing supplier to help the environment

You can help to stop climate change by changing to a supplier that sells green energy. You will not necessarily pay more than for the traditional suppliers. Use the above guidelines and websites to compare the prices.

7.2 The contract

To change supplier, you will have to sign a contract with the new supplier. This is legally binding so you should not sign it unless you are quite sure you want to, and you know what it means.

If a sales person calls at your home to try to sell you their gas or electricity supply you may want to follow these guidelines.

- Ask them for identification – all sales people must carry this.
- If you are still in doubt about them, check with their company that they are who they say they are. Get the company number from directory enquiries or the phone book (not from the caller).
- Do not let them into your house if you are in any way unsure or unhappy.
- If you want a friend or family member to be with you then ask the sales person to come back at a convenient time.
- Do not sign anything at the time but leave yourself time to think about what you want to do.

7.3 What to do if you change your mind after signing a contract?

You have seven days (or more if the company says so in their information) to cancel the contract that you have signed in your home, regardless of whether the salesman had a pre-arranged appointment or not.

If you make a verbal agreement with a sales person over the telephone (or sign up over the internet), you must be sent clear, written confirmation of what you have agreed to. You have seven days (or more if the company says so in their information) from the date you received the written confirmation to cancel the contract.

If you change your mind about switching to the new supplier, inform the new company immediately, confirm any phone call you make in writing and keep a copy of your letter.

For further information and advice contact Consumer Direct or see Consumer Focus website (see section 12).

8 Disconnection

If you are threatened with disconnection because you cannot pay your bills, contact the energy company straight away. You might be able to agree payment arrangements for your arrears or, if you have not been able to manage a payment arrangement, you might be offered a pre-payment meter (if safe and practical) as an alternative to disconnection.

8.1 Codes of practice

Both gas and electricity suppliers are obliged to publish codes of practice on their policies for dealing with customers in arrears and when they will or will not disconnect.

Some suppliers will not disconnect certain groups of people at particular times of the year. For example, they will not disconnect if:

- you agree and keep to the payment plan
- all the people in the household are of pensionable age they will not disconnect between 1 October and 31 March unless it is clear that you have sufficient money to pay
- the debt is in the name of a past customer and you have made arrangements to take over the supply.

The codes of practice may also advise you of when disconnection can be delayed if you take action. For example, if you are over retirement age, disabled or sick, disconnection can be delayed for 14 days, or 21 days if you inform the fuel companies that you are contacting the social security office or the Social Services department for help.

8.2 Fuel direct

If you have a fuel debt and are receiving Pension Credit, Income Support, income-related Employment and Support Allowance or income-based Jobseeker's Allowance, you may be able to avoid disconnection or get reconnected by going on 'fuel direct'.

This would mean that some of your benefit would be deducted every week and paid direct to the company. Contact your local social security office for advice.

8.3 Payments to landlords

Some tenants pay their landlord for their electricity and gas. There is a maximum price that landlords can charge tenants called the Maximum Resale Price. Visit the Consumer Focus website or contact Consumer Direct for more information (see section 12).

If you are disconnected or threatened with disconnection, contact your local authority immediately and ask for assistance as it has the power to safeguard the supply or help get it restored. Also tell your gas or electricity supplier so that it does not cut you off until the council has had a chance to act.

9 How to complain about a energy provider

If you have a complaint, contact your energy supplier in the first instance and follow their complaints procedure. If your complaint has remained unresolved within the period of time specified by the complaints procedure or you are unable to reach an agreement with the company, take your complaint to the Energy Ombudsman (see section 12). If you are unable to reach an agreement, ask the company to confirm this in writing.

If you need to get further advice, contact Consumer Direct (see section 12). Consumer Direct will not take on individual cases but will give advice on the best way to progress a complaint against the energy provider. It can also refer some cases to Consumer Focus (see below).

Consumer Focus is a consumer watchdog set up to protect the interests of gas and electricity consumers (see section 12). It has a website with factsheets and a frequently asked questions section including information regarding your rights, changing your fuel supplier and contact details for energy suppliers.

Consumer Focus will not accept complaints directly from members of the public. It will only take on complaints from consumers who are referred to it by Consumer Direct and who are in one of the following categories:

- threatened with disconnection
- have been disconnected
- have experienced a failure in a prepayment meter system
- are vulnerable.

For the purpose of the referral, a consumer will be seen as vulnerable where it is not reasonable to expect that person to pursue their own complaint because of:

- personal circumstances
- the urgency/seriousness of the situation and the inability of the consumer to be able to handle the issue within the necessary timeframe
- the complexity of the problem for that particular consumer
- any combination of the above factors.

In all other circumstances Consumer Direct will advise the customer or advice agency on how best to pursue the complaint.

10 Priority services

All gas and electricity suppliers are required under a code of practice as part of their licence conditions to give priority services on request and without charge to people of pensionable age, people with disabilities and the chronically sick.

These services are:

- free gas appliance and installation annual safety check if you receive means-tested benefits and either all adults in the household are eligible for free services or there is a child under five years old
- a meter-reading service on a quarterly basis if no one in the household is able to read the meter themselves
- if you have difficulty using your gas and/or electricity appliances or reading your meter, your company may be able to provide special controls and adapters to help you
- if you are disabled and find it difficult to access or read your gas/electricity meter, your supplier may be able to move the meter, free of charge, to a more convenient position
- sending a bill to a nominated third party for payment
- providing a unique password for the person to confirm the identity of an electricity or gas employee calling at their home
- if you are visually or hearing impaired your energy company must provide you with information, including meter reading and bills, in a format suitable for you. They must also have suitable facilities to enable you to make complaints or enquiries. Consumers must provide their own textphone equipment but many companies provide Braille and talking bills
- priority service in getting your gas supply restored or, if necessary, arrangements made for temporary heating and cooking facilities, provided that all adults living in your home are eligible for the priority service
- if you rely on electricity to power your medical equipment at home, you can get advance notice if your electricity supply has to be interrupted for planned work.

For more information contact your supplier or get advice from Consumer Direct (see section 12).

11 Gas and electricity safety

Electricity

If there is a power cut or you suspect you have a problem with the external wiring, call the emergency number given by your supplier to get someone to come and deal with it. If you have a problem with the wiring inside your home or any of your electrical appliances, you need to contact a qualified electrician to deal with it.

Gas

If you suspect you have a gas leak you should immediately phone the National Grid Gas Emergency Service 0800 111 999 (free call) and report it. The number is open 24 hours a day. The operator will get an engineer to attend a gas escape free of charge. If the leak is inside your house, the engineer will make the situation safe, either disconnecting the dangerous appliance or, where necessary, disconnecting the whole gas supply.

You will then have to arrange for someone who is registered under the Gas Safe Register scheme to come and do the necessary work. You must not reconnect the appliance or gas supply until the work has been done. You can find details of engineers who are registered with the Gas Safe Register in your Yellow Pages or Thompson Local Directory, or on the website www.gassaferegister.co.uk or by calling the Gas Safe Register on 0800 408 5500 (free call).

If the faulty appliance is owned by your landlord get in touch with them as quickly as possible so that they can organise the necessary repairs.

If you qualify for a free annual safety check (see section 10) this will show whether your gas appliances and installations are safe. The check consists of a basic examination; it is not a substitute for regular servicing. If you have mobile heaters that use liquefied petroleum gas you should also have these serviced regularly.

If you are a tenant, your landlord is legally required to arrange for the gas appliances they provide to be checked for safety at least once a year. They are required to keep a record of these checks, which you can ask to see. If you own any gas appliances in a rented property, then it is your responsibility to get these checked.

12 Useful organisations

● Age Concern

Your local Age Concern may be able to inform you of help available in your area to assist you with your fuel or heating problem. For the address of your local Age Concern, telephone 0800 00 99 66 (free call) or write to Age Concern FREEPOST (SWB 30375), Ashburton, Devon TQ13 7ZZ.

● Citizens Advice Bureau

You can get advice on general heating problems by calling at your local Citizen's Advice Bureau (look in the telephone book) or Neighbourhood Advice Centre. They may help to negotiate with the fuel suppliers on your behalf where disputes arise.

Tel: 020 7833 2181 (for local contact details only – not telephone advice)

Website: www.adviceguide.org.uk

● Consumer Direct

A government helpline that provides information and advice to consumers by telephone and online.

Helpline 08454 040506

Website: www.consumerdirect.gov.uk

● Consumer Focus

A new organisation created through the merger of energywatch, the National Consumer Council and Postwatch to champion consumer interests.

Consumers cannot contact Consumer Focus directly but they can access information on the website. For advice about a problem with an energy company contact Consumer Direct (see above).

Tel: 020 7799 7900

Website: www.consumerfocus.org.uk

● Department for Work and Pensions (DWP)

DWP administers pensions and benefits for older people through the Pension Service (see below). For details of your local office check in the telephone book under Pension Service, social security office, or ask at your local library or advice centre.

- **Energy Efficiency Advice Centre**

There is a national network for these centres that will give free and independent advice on energy efficiency to all owner-occupiers and tenants. They will also provide information on how to claim the Warm Front grant and any other grants or schemes that may be available in the area. They offer a free 'do it yourself' home energy check to help householders discover how they could cut their fuel bills by taking energy efficient measures.

Tel: 0800 512 012 (free call)

- **Energy Ombudsman**

Independent body set up to resolve disputes between consumers and their energy suppliers. Before you take your complaint to the ombudsman you have to complain to your supplier first by following their complaints procedure.

Tel: 0845 055 0760 or 01925 530263

Textphone: 0845 051 1513 (free call) or 01925 430886 (free call)

Website: www.energy-ombudsman.org.uk

- **Energy Saving Trust**

The Energy Saving Trust is a non-profit organisation that provides free and impartial advice on how to stop wasting energy

Tel: 0800 512 012 (free call)

Website: www.energysavingtrust.org.uk

- **Foundations**

The national co-ordinating bodies for home improvement agencies.

Tel: 01457 891909

Website: wwwFOUNDATIONS.uk.com

- **Gas Safe Register**

Replaced CORGI 1 April 2009.

Tel: 0800 408 5500

Website: www.gassaferegister.co.uk

● **Home Heat**

Provides advice to vulnerable customers on keeping warm and reducing energy costs that includes advice on payment methods, available grants and benefits.

Tel: 0800 33 66 99 (free call)

Minicom: 0800 027 2122 (free call)

Website: www.homeheathelpline.org.uk/

● **Pension Service (The)**

For details of state pensions, including forecasts and how to claim your pension.

Tel: 0845 60 60 265

Website: www.thepensionservice.gov.uk

● **Social services**

Your local social services department may be able to help in a number of ways. If you are disconnected, it may be able to lend you heating, cooking and lighting appliances (such as Calor Gas fires and cookers). It may arrange for you to have short-stay daytime or full-time care at a day centre or a care home if you are without heat and light at home.

Your local social services department can be contacted through your county council, Metropolitan or London borough, or unitary authority.

● **Warm Front**

The Warm Front Scheme provides a package of insulation and heating improvements up to the value of £3,500 (or £6,000 where oil, low carbon or renewable technologies are recommended). It is a Government-funded initiative and the scheme is managed by eaga.

Tel: 0800 316 2805 (free call)

Website: www.warmfront.co.uk.

13 Further information about Age Concern

Visit the Age Concern website, www.ageconcern.org.uk, or call our national Information Line on 0800 00 99 66 (free call) if you would like:

- to order copies of any of the Age Concern information materials mentioned in this factsheet
- to request information in large print
- further information about our full range of information products
- contact details for your nearest local Age Concern.

Books from Age Concern

Age Concern publishes a wide range of books for older people and those who care for and work with them. The following title may be of particular interest:

Your rights to money benefits 2009/10. All you need to know about the full range of benefits for the over 60s. £5.99 (available June 2009)

To order this book, or to view our full range of books, please visit our website www.ageconcern.org.uk/bookshop or call our book order line 0870 442 2120.

Age Concern and Help the Aged

Age Concern England and Help the Aged have joined together to form Age UK, a single charity dedicated to improving the lives of older people.

Age Concern and Help the Aged across the UK

To find out more about Age Concern and Help the Aged's work in Northern Ireland, Scotland and Wales, contact:

Age Concern Northern Ireland

Tel: 028 9032 5055

Website: www.ageconcernni.org

Scottish Helpline for Older People (Age Concern Scotland)

Tel: 0845 125 9732

Websites: www.olderpeoplescotland.org.uk

www.ageconcernscotland.org.uk

Age Concern Cymru & Help the Aged in Wales

Tel: 029 2043 1555

Website: www.accymru.org.uk

Support our work

Age Concern is the largest provider of services to older people in the UK after the NHS. We make a difference to the lives of thousands of older people through local resources such as our befriending schemes, day centres and lunch clubs; by distributing free information materials; and through our national freephone helpline – the Age Concern Information Line 0800 00 99 66.

If you would like to support our work by making a donation please call Supporter Services on 020 8765 7527 (national call rate, Monday to Friday 9.15am–5pm) or visit www.ageconcern.org.uk

Legal statement

Age Concern England (charity number 261794) has merged with Help the Aged (charity number 272786) to form Age UK, a charitable company limited by guarantee and registered in England: registered office address 207-221 Pentonville Road, London, N1 9UZ, company number 6825798, registered charity number 1128267.

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