

Thought about switching your supplier or energy tariff?

If you haven't switched for a while you may not be on the most cost-effective tariff. You can compare deals online or by phone and your new energy supplier organises the switch for you. Use an Ofgem accredited comparison service such as:

www.uswitch.com Tel: 0800 6888 557

www.simplyswitch.com Tel: 0800 011 1395

www.moneysupermarket.com Tel: 0333 123 1983

Consider if you would prefer a fixed rate vs variable rate and whether rebates are available for direct debit, paperless billing.

Don't forget to organise a gas safety check!

Homeowners may qualify for a free annual boiler safety check from their energy supplier. This isn't a substitute for regular servicing. Renters should ensure your landlord checks the boiler for safety each year. If you smell gas call National Gas Emergency Service on 0800 111 999.

Heard about smart meters?

These could help you become more aware of your gas and electric usage and prevent estimated bills, to help save you money. Contact your energy supplier for details.

Keeping warm and well this winter



Our services include:

- Free Information & Advice on a range of topics affecting older people and their carers
- Services to improve social wellbeing
- Wellbeing checks with Meals deliveries
- Fitness & Friendship groups
- Charity shops with info points



How your energy supplier can help

If your household has a low income, older person, child or someone with a disability then you may be eligible for help through **Energy Company Obligation** - energy saving improvements, boiler repairs or a new boiler. This may also apply to houses that are not energy efficient. Contact your energy supplier to check.

If you receive Pension Credit or Housing Benefit, you may get a **£150 Warm Home Discount** to help with fuel bills. Your energy costs may also be taken into account. Helpline: 0800 731 0214 www.gov.uk/the-warm-home-discount-scheme.

For Park Homes there is a separate scheme:
www.lightningreach.org/charis Tel: 01733 797543

What government help is there?

If you were born before 22 September 1959 you should receive a **Winter Fuel Payment** of between £100- £300. Helpline: 0800 731 0160 www.gov.uk/winter-fuel-payment

If your income is over £35,000, HMRC will take your Winter Fuel Payment back.

If you get certain means-tested benefits, including Pension Credit, then you could get a £25 **Cold Weather Payment** for every 7 day period that the temperature is 0°C or lower.

Use oil for heating?

If you use oil then joining a bulk buying scheme, such as through Wiltshire Community First Tel: **01380 732809** www.communityfirst.org.uk, could result in lower costs.

Need a heating related grant or energy efficiency advice?

£200 Wiltshire Surviving Winter Grants are available through Age UK Wiltshire to older people who are on a low income and at risk of fuel poverty. Please contact us for criteria and to apply.

Wiltshire Warm & Safe is provided in partnership with Centre for Sustainable Energy, to deliver comprehensive free energy advice service for Wiltshire and Swindon. Tel 0800 038 5722. The service offers:

- Advice on eligibility for local and national energy grants
- Advice on insulation, heating and draft proofing and guidance on resolving damp and condensation issues
- Guidance on heating systems and controls
- Advice on understanding your fuel bills, managing fuel debt and switching energy suppliers and fuel tariffs

Energy Saving Trust - www.energysavingtrust.org.uk

Gov Energy Advice tool www.gov.uk/improve-energy-efficiency and Home Retrofit Advice Line on [0800 098 7950](tel:08000987950)

If you have fuel debt there may be grants available through charities, or your council's Local Welfare Provision may be able to provide one-off assistance.

Heard about the Priority Services Register?

Energy and water companies have a Priority Service Register. This offers **free services and support, including help during a power cut** for more vulnerable customers. Call your own energy company to register. You can also register with Scottish & Southern (power distributors in Wiltshire) on 0800 294 3259.