



## Energy information and where to find help:

**The Warm Home Discount Scheme** is a one-off £150 discount off your electricity bill.

If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you.

You can check via gov.uk **for the eligibility checker**, and call **the** from **October 2024**, Warm Home Discount helpline: **0800 030 9322**

**If you live in England and Wales you qualify if you either:**

1. get the Guarantee Credit element of Pension Credit
2. are on a low income and have high energy costs

**Please find details of energy suppliers' customer support provision** to apply for:

<https://applyforleap.org.uk/energy-company-support/>

### **Written energy tariff information**

<https://clubs.moneysavingexpert.com/cheapenergyclub>

[Is it time to fix your energy or stay on the Price Cap?  
\(moneysavingexpert.com\)](https://clubs.moneysavingexpert.com/cheapenergyclub)



## Where to get help with your energy bills and free home advice:

The Local Authority (district council) **Household Support Fund** provides funding to help people who are struggling to afford food and utility bills (heating, cooking, lighting) and water (including drinking, washing, cooking, central heating, sewerage and sanitary purposes).

On your district council's website, (search the internet to find your district, borough or city council) , then search on the home page for **Cost of Living**, and you should see a **Household Support Fund** and other information to apply for.

The local authority, (district council) will have a page on **energy information and support schemes**, look on the website and type into the search bar **Energy** for details on where to gain information and support.



## Free Energy Advice Support

### Keep Warm and Well East Sussex

<https://warmeastsussex.org.uk/>

For advice about keeping warm and well at home, or to apply for a Warm Home Check:

- fill in the simple online enquiry form
- **text WARM to 80011**
- **call 0800 464 7307**
- visit any Citizens Advice office in East Sussex

East Sussex County Council's Warm Home Check service is provided by RetrofitWorks and Citizens Advice East Sussex.

**Local Energy Advice Partnership, (LEAP)** offers free energy advice to reduce costs, etc, information about insulation and heating appliances, links to grants for heating systems and appliances:

<https://applyforleap.org.uk/how-leap-works/>

**Freephone**

**0800 0607567** [support@applyforleap.org.uk](mailto:support@applyforleap.org.uk)



**Age UK** can help any older person or those entitled to claim benefits. **Call: 0800 678 1602**

**Scope:** A disability equality charity, offers free energy advice to disabled people in England and Wales. **Call: 0808 801 0828**

You can access **National Energy Action** free Warm and Safe Homes service by calling freephone **0800 304 7159**

**National Energy Action's Warm and Safe Homes Advice line open**

**Monday-Friday, 10am – 12 noon & 2pm – 4pm**

or fill in the form or webchat via this link

<https://www.nea.org.uk/get-help/wash-advice/>

## **Accessibility information:**

Please also see the **National Energy Action** energy advice leaflets. <https://www.nea.org.uk/get-help/resources/> These can be translated to over **160 languages, can be audible, and support those with dyslexia or visually impairment - by using the Recite Me button.**



<https://www.nea.org.uk/news/national-energy-action-adds-accessibility-tool-recite-me-to-website/>

**NEA free Energy Advice:** for a deaf-accessible call: <https://neaadvice.signvideo.net/>

**NEA free Benefits Advice Team:** for a deaf-accessible call: <https://neabenefitsupport.signvideo.net/>

**How to find an Energy Performance Certificate, (EPC)** or look for local assessors to carry this out, (this is a paid for service for those who own their own home):

<https://www.gov.uk/find-energy-certificate>

**Ask Bill** for useful information about household bills and services. <https://www.askbill.org.uk/>



## Grants to search and apply for:

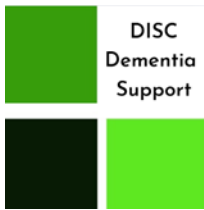
**Charis** partner with several energy companies to support households who may be struggling, through the Charis Let's Talk Energy Fund. The fund may be able to help people in England, Scotland, or Wales with energy debt / and /or free freestanding appliances.

<https://charisgrants.com/individuals/>

**Lightening Reach** is a free online portal that helps you find and apply for charitable grants and local authority support. Sign up today and see what help you could get - it only takes a few minutes <https://www.lightningreach.org/application-portal?referral=nea>

**Turn 2Us** offers grant searches to find sources of support

<https://www.turn2us.org.uk/get-support/apply-for-grants>



# The Priority Services Register (PSR)

**The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply.**

<https://www.thepsr.co.uk/>

If anyone in the house has a disability or children under five and pension age then you can register and put as priority.

Some benefits you may receive:

- Support and information during a power or gas supply
- Water delivered to your door
- Heaters and hot meals if needed
- Emergency power
- Communication tailored to your needs
- Nominated contact
- Peace of mind

Have a look on their website for all the information.

**Dementia Information & Support Courses CIC**

[admin@discdementiasupport.org](mailto:admin@discdementiasupport.org)

**Emma 07591 250988      Louise 07591 251005**

[www.discdementiasupport.org](http://www.discdementiasupport.org)