



SUPPORT WITH ENERGY BILLS, MONEY & ENERGY EFFICIENCY

If you are worried about the cost of heating your home or keeping up with your bills, please ask for help early. There may be financial support, energy-efficiency schemes and free advice available.

Help with energy bills

- **Speak to us first**

If you are struggling to pay your heat charges, contact us as soon as possible. We may be able to discuss affordable payment arrangements or other support available to you.

- **Ofgem – Help with energy bills**

Ofgem provides information about support schemes, grants and help available to households struggling with energy costs.

[Ofgem – Get help with your energy bills](#)

- **Citizens Advice**

Provides free, independent advice about energy bills, debt, benefits and problems with energy suppliers. They can also explain what support may be available if you are struggling to pay.

[Citizens Advice – Help with energy bills](#)

Energy-efficiency support

You may be eligible for help with improvements that can reduce energy use and make your home easier to keep warm. Depending on your

circumstances and property, support may include insulation or other energy-efficiency measures.

- **Energy Company Obligation (ECO)**

A government energy-efficiency scheme that can help eligible households improve their homes.

[Citizens Advice – Energy-efficiency support](#)

- **Great British Insulation Scheme**

Support for eligible homes to improve insulation and reduce energy use.

[Ofgem – Great British Insulation Scheme](#)

- **Warm Home Discount**

Eligible households may receive support towards their electricity costs. Eligibility and payment arrangements vary, so check the current scheme details.

[Ofgem – Warm Home Discount](#)

Social & financial support

If energy costs are putting pressure on your household budget, you may also be entitled to help with other living costs.

- Check whether you are entitled to benefits or other financial support.
- Contact your local council to ask about welfare assistance or crisis support.
- If you have debts, seek free debt advice rather than ignoring bills or borrowing more money.
- If you are vulnerable or need additional support, contact us. They may be able to provide additional assistance or make reasonable adjustments.

[Citizens Advice – Cost of living support](#)

Making responsible choices

Using heat efficiently can help reduce your bills and the environmental impact of energy use.

- Heat your home only when needed.
- Set your thermostat to a comfortable temperature rather than overheating rooms.
- Keep radiators clear so heat can circulate effectively.
- Use hot water sensibly and avoid unnecessary waste.
- Report problems with your HIU, heating or hot water rather than trying to make technical changes yourself.
- Consider energy-efficiency improvements where these are available and appropriate for your home.

Remember

You don't have to struggle alone. If you're worried about your energy costs, ask for help early.

Eligibility for schemes and financial support can change. Always check the current eligibility requirements with the relevant organisation.