

Links and Contacts - Energy Advice Team

Free, independent, confidential and impartial advice to everyone on their rights and responsibilities.	www.citizensadvice.org.uk – Citizens Advice
Cheshire West Citizens Advice Adviceline	0808 2787806
Cheshire West Citizens Advice heating bank	www.citizensadvicecw.org.uk/heatingbank/
Citizens Advice consumer helpline - can refer to Extra Help Unit for complex problems and vulnerable situations.	0808 223 1133
Citizens Advice Debt helpline	0800 240 4420
Citizens Advice - Ways to save	Savewww.citizensadvicecw.org.uk/energy-efficiency/
Foodbank voucher - CA Help through Hardship	0808 208 2138
Priority Services Register	Contact your energy supplier or network operator
Energy UK - Vulnerability Commitment	https://www.energy-uk.org.uk/our-work/vulnerability-commitment/
Warm Home Discount - check eligibility Warm Home Discount helpline	www.gov.uk/the-warm-home-discount-scheme/eligibility 0800 107 8002
Charis Grants - park homes residents	www.charisgrants.com/partners/park-homes or phone 0330 555 9424
Winter Fuel Payments	Phone 0800 731 0160

Cold Weather Payments (if not received contact)	Pension Centre or Job Centre plus office
Citizens Advice Heating Bank Scheme	www.citizensadvicecw.org.uk/heatingbank/
Find and apply for a property's EPC	www.gov.uk/find-energy-certificate
Energy Company Obligation scheme	www.cheshirewestandchester.gov.uk/residents/
ECOflex - to be considered for energy efficiency measures leave your name, address and contact details. Need to meet the criteria.	ecoflex@cheshirewestandchester.gov.uk
Great British Insulation Scheme (GBIS) - formally known as ECO Plus	<p>https://www.gov.uk/apply-great-british-insulation-scheme</p> <p>Great British Insulation Scheme helpline Telephone: 0800 098 7950 Monday to Friday, 8am to 6pm (except public holidays) Saturday, 9am to 12pm</p>
Connected For Warmth insulation	https://www.connectedforwarmth.org.uk/eligibility-for-insulation
Home Key Plus	<p>HomeKey+ services Cheshire West and Chester Council</p> <p>HomeKey+, Home Improvement Agency, Cheshire West Council (homekeyplus.co.uk)</p>
Microgeneration Certification Scheme - find an installer for renewable technology	https://mcscertified.com/find-an-installer/
Find a trustmark trader for ECO scheme	www.trustmark.org.uk/homeowners
Home energy help for residents in Cheshire West <ul style="list-style-type: none"> - Home Upgrade Scheme (not mains gas) - Home Safety Grant - Decent Homes Loan 	www.cheshirewestandchester.gov.uk/residents/energy/home-energy/council-schemes
Apply for Boiler Upgrade Scheme	www.gov.uk/apply-boiler-upgrade-scheme

To find a heat pump installer	www.gov.uk/guidance/find-a-heat-pump-installer
ECHO - boiler replacement scheme (no heat situation)	Save Energy Advice Line - 0800 043 0151 www.epplus.org.uk/projects/echo-the-boiler-replacement-scheme/
Cheshire West HELP scheme	www.cheshirewestandchester.gov.uk/residents/housing-benefit-council-tax/help 0808 175 3599
Cheshire West Council	General enquiries: 0300 123 8123
British Gas Trust Fund	britishgasenergytrust.org.uk/
Scottish Power Hardship Fund - customers only	community.scottishpower.co.uk/t5/Extra-Help/Hardship-Fund/ta-p/53
Ovo Energy help centre - customers only	www.ovoenergy.com/help
EDF customer Support Fund - customers only	www.edfenergy.com/PSR
EON energy fund - customers only	www.eonenergyfund.com/
Simple Energy Advice - homeowners	www.gov.uk/improve-energy-efficiency
Energy Saving Trust - save money on bills	energysavingtrust.org.uk/
United Utilities - help to pay water bills	https://www.unitedutilities.com/my-account/your-bill/difficulty-paying-your-bill/how-we-can-help/
Ofcom social tariffs	https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs
NHS - free prescription checker	https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/
NHS - healthcare travel costs scheme	https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/

Apply for free school meals	https://www.gov.uk/apply-free-school-meals
Healthy Start Vouchers	https://www.healthystart.nhs.uk/how-to-apply/ .
NEA - National charity to help those who are fuel poor and vulnerable.	www.nea.org.uk – National Energy Action (NEA)
Age UK - advice, information, lists of local news, events, policies, campaigns links to various fact sheets.	www.ageuk.org.uk
Find a warm hub	www.cheshirewestandchester.gov.uk/residents/housing-benefit-council-tax/cost-of-living-support/warm-welcoming-spaces
National Debtline	0808 808 4000 https://nationaldebtline.org/contact-us/
StepChange	0800 138 1111 www.stepchange.org/contact-us.aspx
NEA Warm and safe Homes (WASH) - energy advice, benefits and income maximisation	0800 304 719
Turn2us - grant check	https://grants-search.turn2us.org.uk/
Policy in Practice - benefits checker	https://www.betteroffcalculator.co.uk/login
Entitledto benefits checker	https://www.entitledto.co.uk/?utm_source=BAviser&utm_medium=referral&utm_campaign=GovUK
National, local and council schemes available	https://www.cheshirewestandchester.gov.uk/residents/energy/home-energy/council-schemes
Energy Support Scheme - Alternative Funding. For people who don't have a domestic electricity supply and didn't get the automatic £400 payment.	https://www.gov.uk/apply-energy-bill-support-if-not-automatic
Our details	energy-advice@citizensadvicecw.org.uk