

## Help with energy costs



### Run out of gas or electricity? Fuel Vouchers may help

Your energy supplier should give you temporary credit if you can't top up. If you are on a pre-payment meter or just struggling to heat your home, you may be eligible for Fuel Payment Vouchers.

To find out more, call our Cost-of-living team for free, 8am to 6pm, Monday to Friday, on **0800 917 6994**.

### Warm Home Discount Scheme

You could get £150 off your electricity bill this winter. It is a one-off discount and is not paid to you. You may qualify if you are on a low income or pension credit. Contact your supplier to find out or check the government website for details: [gov.uk/check-if-youre-eligible-for-warm-home-discount](https://www.gov.uk/check-if-youre-eligible-for-warm-home-discount)



### Energy efficiency grants

The government has grant funding available for owner occupiers, landlords and private rented residents for energy efficiency works, such as insulation and boiler upgrades. Schemes include the Energy Company Obligation, Great British Insulation Scheme, and Boiler Upgrade Scheme.

For more information on grants, please look at:

[lbhf.gov.uk/energy-efficiency](https://www.lbhf.gov.uk/energy-efficiency)





### Hardship fund energy grants

If you are in debt to your energy supplier, you might be able to get a grant to help pay it off. Firms offering hardship fund grants include: British Gas, EDF, Shell, Octopus, E.ON Next, Ovo Energy Trust and Scottish Power. Check with your supplier.

If you can't get help from your fuel provider, you could still qualify for a grant from the British Gas Energy Trust: [britishgasenergytrust.org.uk](http://britishgasenergytrust.org.uk)

### Free energy efficiency measures and support for healthier homes

Our bespoke service helps vulnerable residents lower their energy bills with free energy efficiency measures through a Green Doctors service. Our experts can help with grant applications, home visits, energy and fuel debt

advice, retrofitting your home and more. To book a free consultation with Groundwork, call **0300 365 3005** or email [handfhealthyhomes@groundwork.org.uk](mailto:handfhealthyhomes@groundwork.org.uk)

### Priority Services Register

The register is a free service offered throughout the energy industry to support customers in need. It provides priority support in the event of an emergency or power cut and additional support in case you get into arrears or debt with your fuel costs. Contact your energy supplier, or visit: [ofgem.gov.uk](http://ofgem.gov.uk)

### Help from the Mayor

The Mayor of London's website has useful tips and suggestions to help people struggling: [lbhf.gov.uk/mayorcoltips](http://lbhf.gov.uk/mayorcoltips)