

Turn your Cold House into a Warm Home this Winter



With **£140**
off your
heating bills

Keeping warm and healthy

If you need help to turn your cold house into a warm home for you and your family, contact the advice and support services listed below:

- **Warm Home Discount Scheme**
 - You could get £140 off your electricity bill under the Warm Home Discount Scheme. The applications are usually open between October and December, but it can vary, so contact your own energy supplier for more details.
- **Local Energy Advice Partnership (LEAP)** – The Energy and Money Saving Service that will help you make your home warmer and more energy-efficient. Call free on **0800 060 7567** or visit <https://applyforleap.org.uk>
- **Uswitch** – Tel: **0800 049 9722** or visit uswitch.com to help you compare energy prices from a range of suppliers, so you can find an energy deal that's right for you.

Are you struggling with your energy bills or have a problem with your provider?

There's plenty of help and support if your energy supplier goes out of business.

You will not stop receiving gas and electricity, Ofgem (www.ofgem.gov.uk), the energy supplier regulator, will move your account to a new supplier – this may take a few weeks.

For more information and support about debt, bills and borrowing, visit www.manchester.gov.uk/helpinghands

Make a note or take a photo of your meter reading as soon as possible. Download any bills, while you're waiting for your new supplier to contact you.

If you're in a vulnerable situation, check out what extra help might be available through the Priority Services Register by contacting your energy supplier or network operator.

Call Citizens Advice Manchester for help:

- ♦ if your energy supplier goes out of business
- ♦ to apply to charitable trusts for help with arrears
- ♦ for help finding the cheapest tariff and supplier
- ♦ dealing with fuel debts
- ♦ budgeting for your ongoing energy consumption

Call us on: **0808 278 7800**.

- **United Utilities** – When you're behind with your water bill payments, it can be a stressful time, so the advice is simple – give United Utilities a call as soon as possible on **0800 072 6765** so they are aware of your circumstances and can give you the right financial support.
- **Energy Saving Trust** – If you're looking for energy-saving home advice, call free on **0800 444 202**.
- If you are a **Social Housing** tenant and require help with your fuel bills, please contact your Housing Association's call centre.