

**citizens  
advice**

# Get help and advice on your gas and electricity bills

Citizens Advice can offer free impartial information and advice on:

Dealing with your fuel debt or managing your fuel bills

Helping ensure you are using your energy efficiently and how to switch to cheaper energy tariffs

Energy bill discounts and grants you could be eligible for

**If you are having difficulty paying energy bills contact Citizens Advice Fareham**

**☎ Fareham Adviceline: 0808 278 7964**

**🌐 [www.public.citafareham.org/citizensadvicefareham](http://www.public.citafareham.org/citizensadvicefareham)**

**FAREHAM**  
BOROUGH COUNCIL



# How Jane was helped by Citizens Advice Fareham

Jane is 83, and lives alone



Her gas boiler broke down and could not be repaired. When she contacted Citizens Advice, she hadn't had any heating or hot water for over 2 months and was relying on a neighbour to have a shower. She was very worried that she could be without hot water and heating once the winter came. Her only income was the state pension and pension credit guarantee.

Citizens Advice contacted the right organisation to help in this case, gathered all the information that was needed and answered all the questions on Jane's behalf. A surveyor came to look at the boiler and confirmed that she was eligible to receive help. Then arrangements were made with her to install a new one.

## Grants and schemes available

There are various grants and schemes available to help you cover the cost of fuel bills and make your home energy efficient

**Winter Fuel Payments** – This is a payment made to people who have reached Pension Credit Age.

**Cold Weather Payments** – If you are on certain benefits, you may be eligible for these if the weather in your area falls to 0° centigrade or below for seven days in a row.

**Warm Home Discount** - If your electricity supplier belongs to this scheme and you're getting the guarantee part of Pension Credit, you will automatically get an annual discount of £140 off your electricity bill.

**You may also be eligible** if you are on a low income and meet your energy supplier's criteria for the scheme.

**Grants for Energy Efficiency** – You may be able to get a grant to help with the costs of improving the energy efficiency of your home. For example, by updating heating systems or insulation.

**People who are in a vulnerable group** should apply to be on the Priority Services Register.