

## Help with heating problems and how to pay for them

Gas and electricity suppliers have agreed an emergency package of measures to ensure that vulnerable households don't get cut off during the coronavirus outbreak. News report [here](#)

Ofgem (the Office of Gas and Electricity markets) have published advice and information on [Coronavirus and your energy supply](#).

You may think that your home needs better heating and insulation, but you're not sure who can help or how you can afford it. Or perhaps you want to make a complaint about your energy supplier. If so, there are many organisations and schemes in place to help you.

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### Getting Advice on Heating and Insulation

[Energy Services, Newcastle City Council](#) provide advice on a helpline about energy use in the home, how to reduce fuel bills, and how to keep warm. They can also help with dealing with gas and electricity suppliers and reducing fuel debt.

[Simple Energy Advice](#) offers impartial and independent advice to help you:-

- Reduce your energy bills
  - Make your home warmer
  - Plan home improvements
  - Make your home greener
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### Help towards heating bills and insulation

There are several organisations that may be able to help pay towards the costs of heating and insulation improvements to your home.

[Energy Services, Newcastle City Council](#) can offer advice via their helpline about energy use in the home, how to reduce fuel bills, and how to keep warm.

Scottish Power has a [hardship fund](#) that you can apply to as a customer of their services.

SSE has a [priority assistance fund](#) which includes help when you are struggling with debt.

[The Warm Home Discount Scheme](#) provides a £140 discount on your electricity bill if on the qualifying date:

- your supplier was part of the scheme
- your name (or your partner's) was on the bill
- you were getting the Guarantee Credit element of [Pension Credit](#) (even if you get Savings Credit as well)

The discount won't affect your [Cold Weather Payment](#) or [Winter Fuel Payment](#)

Visit [Gov.uk](#) for a list of suppliers who are part of the Warm Home Discount Scheme.

[Finding Reliable Tradespeople](#) may also be a priority for you. You may wish to search the government approved [Gas Safety Register](#) for registered gas engineers.

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## Winter Fuel and Cold Weather Payments

Schemes are available to older people to help pay their energy bills during the colder months.

See [Cold Weather Payment](#) or [Winter Fuel Payment](#) articles for more information.

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## Find a cheaper a energy provider

[Newcastle City Council](#)'s Customer Service Centres and [Newcastle Libraries](#) can help. Simply take your current energy bill into one of the libraries or Information Hubs anytime during their normal opening hours and ask for help to find your '[Energy Best Deal](#)'.

For more information on your local library please visit the [Libraries](#) article on Information Now. For more information on the Information Hubs please see [Newcastle City Council](#).

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## Threatened with Disconnection?

If you are threatened with disconnection because you can't pay your fuel bills, you should contact the energy company straightaway. It is likely that something can be done to help you. Your options might include:

- Making an arrangement with the energy company to repay your debts
- Being offered a pre-payment meter as an alternative to disconnection
- **Use your benefits payments** to help pay your bills and avoid disconnection. Some of your benefit will be deducted every week and will be paid directly to your energy supplier.

**Energy Services, Newcastle City Council** may be able to help you deal with your energy supplier to resolve the problem.

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## Other Useful Information

- **Problems paying your energy bills** – Citizen’s Advice guide
  - **Help with heating costs** – Age UK factsheet
  - **Gas and Electricity**
  - **Dealing with Debt**
  - **Energy Saving Tips**
  - **Keep warm keep well**, and **borrow wisely** – information leaflets.
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## Where can I get benefits advice?

It can be useful to speak with someone about the benefits you may be entitled to and how they may impact upon your other benefits. A local independent advice service can help guide you through the process such as:

- **Citizens Advice Newcastle** – provide advice to anyone in Newcastle
- **Newcastle Welfare Rights Service** – provide advice to people in priority groups including those over 65. They have **self help material** on their website.
- **Search Newcastle** give benefits advice to older people in the West of Newcastle

There are more benefit advice services available across Newcastle. Read the **‘Where to get benefit advice’** booklet.

Last updated: July 22, 2020

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## Useful Organisations

### Citizens Advice Newcastle (CAN)

**Email:** [citycab@newcastlecab.org.uk](mailto:citycab@newcastlecab.org.uk)

**Website:** <http://citizensadvice-newcastle.org.uk/>

**Telephone:** 0191 229 2750

**Address:** 4th Floor, City Library, NE1 8AX

## Energy Services at Newcastle City Council

**Email:** [energy@newcastle.gov.uk](mailto:energy@newcastle.gov.uk)

**Website:** [www.newcastle.gov.uk/energyadvice](http://www.newcastle.gov.uk/energyadvice)

**Telephone:** 0191 278 3427

**Address:** Operations and Regulatory Services, NE1 8QH

## Energy Saving Trust Advice

**Email:** [energy-advice@est.org.uk](mailto:energy-advice@est.org.uk)

**Website:** [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

**Telephone:** 020 7222 0101

**Address:** 30 North Colonnade, E14 5GP

## Your Homes Newcastle (YHN)

**Email:** [EUSS@yhn.org.uk](mailto:EUSS@yhn.org.uk)

**Website:** [www.yhn.org.uk](http://www.yhn.org.uk)

**Telephone:** 0191 277 1190

**Address:** YHN House, NE7 7LX

## British Gas

**Email:** [customerservice@britishgas.co.uk](mailto:customerservice@britishgas.co.uk)

**Website:** [www.britishgas.co.uk](http://www.britishgas.co.uk)

**Telephone:** 0800 048 0202

**Address:** PO Box 227, S98 1PD

## Warm Home Discount Scheme

**Website:** <https://www.gov.uk/the-warm-home-discount-scheme/overview>

**Telephone:** 0800 048 0202

## Citizens Advice

**Website:** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Telephone:** 03444 111 444

**Address:** Citizens Advice, EC1A 4HD

## Search Newcastle

**Email:** [info@searchnewcastle.org.uk](mailto:info@searchnewcastle.org.uk)

**Website:** [www.searchnewcastle.org.uk](http://www.searchnewcastle.org.uk)

**Telephone:** 0191 273 7443

**Address:** St Margaret's Church, NE15 6AR

## Newcastle Welfare Rights Service

**Email:** [welfare.rights@newcastle.gov.uk](mailto:welfare.rights@newcastle.gov.uk)

**Website:** [www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights)

**Telephone:** 0191 277 2627

## Simple Energy Advice

**Website:** <https://www.simpleenergyadvice.org.uk/>

**Telephone:** 0800 444 202

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## Related Articles

[Winter Fuel Payments](#)

[Water Supply](#)

[Gas and electricity](#)

[Dealing with debt](#)

[Getting advice about your finances](#)

[Getting repairs and decorating done](#)

[How to pay for adaptations to your home](#)

[Housing for older people](#)

[Cold Weather Payments](#)

[Fraud and scams](#)

[How to make a good complaint](#)

[Managing your money](#)

[Energy saving tips](#)

[Gas safety](#)