InformationNOW
Information for people in Newcastle upon Tyne

Help with energy problems and how to pay for them

As energy costs increase you may be struggling to pay your bills. Upgrading your heating system or insulating your home can help to reduce your energy costs. Help is available to arrange and pay for this.

Find out more below about local support and help available.

Help to pay heating bills and energy debt

If you are struggling to pay your fuel bills or to need help with the cost of heating and insulation improvements to your home, help is available.

Citizens Advice Newcastle have an Energy Affordability Helpline. They can help you to get an emergency fuel voucher. They provide energy advice to anyone in Newcastle. They can help you to register with the Priority Services register, pay your bills and more.

Energy Services, Newcastle City Council can give telephone advice about your energy use, how to reduce fuel bills, and how to keep warm.

Charis Grants manage financial assistance on behalf of a number of energy suppliers.

Read more information about:

- **Problems paying your energy bills** a guide by Citizen's Advice
- **Help with heating costs** a factsheet by Age UK
- **Gas and Electricity** on InformationNOW
- **Dealing with Debt** on InformationNOW

Energy provider grants

Grants are available from these energy providers:

- **British Gas Energy Trust**
- **Scottish Power Hardship Fund**
- **Ovo Energy Fund**
- **EDF Energy Fund**
- **EON Next Energy Fund**

- **Octopus Assist Fund**

If you can't get a grant from your supplier, **check if you can get a grant from the British Gas Energy Trust**. Their 'Individuals and Families Fund' is available to both British Gas and non-British Gas customers. You will need to check their website to see if it is still open, and if you are able to apply.

Gov.uk's Find a Grant service is where you can search for government funding to help you pay for things such as a new boiler.

Turn2Us are a national charity who also have a **grants search engine**. This page will ask a number of questions about your individual circumstances to find the right financial support available to you.

Where to get energy advice

Getting advice on energy costs and support can help you save money and make your home more energy efficient.

Energy Services, Newcastle City Council offers energy advice to people living in Newcastle.

Home Energy Advice North East support people across the North East to reduce their energy bills and make energy saving home improvements.

Citizens Advice Newcastle provide energy advice to anyone in Newcastle.

Search Newcastle support older people and people affected by dementia in the west of Newcastle. They can offer practical support with keeping your property warm, as well as having **dedicated drop-in sessions**, and a West End Warmers Energy Advice line.

What to do if your energy firm closes

Ofgem (the Office of Gas and Electricity markets) has published advice and information on how you are protected when **energy firms collapse.**

You can also see who has taken over your energy supply if your supplier has collapsed on the **Citizens Advice website**.

Help with prepayment energy costs

If your prepayment meters are about to run out of credit and you don't have any funds to top up, you need to contact your energy supplier.

Your supplier should be able to issue a credit voucher or extend your emergency credit.

If your supplier tells you that they won't help, then you can ask the **Citizens Advice Extra Help Unit** to speak to them on your behalf:

- phone the **Citizens Advice consumer helpline**
- complete the **Extra Help Unit online referral form** (do not use this option if you need help the same day)

Warm Home Discount Scheme

The Warm Home Discount Scheme provides a £150 discount on your electricity bill to people who are eligible. Visit their website to find out if you meet the criteria.

This discount doesn't affect your Cold Weather or Winter Fuel Payment.

Winter Fuel and Cold Weather Payments

These schemes are for older people to help pay their energy bills during the colder months.

See our **Cold Weather Payment** and **Winter Fuel Payment** articles for more information.

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.

Benefits advice in Newcastle

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:

Newcastle Welfare Rights Service provide advice to people in priority groups including those over 65. They have **self-help material** on their website.

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

Help for individuals and families from charities

Some charities help people in financial need. You can search them for charities that can help you in various circumstances.

Turn2us is a charity where you find charitable funds and grants to apply for, when you need money for essential things in life. For example, furniture, household items, white goods, electrical items, studying, bringing up children, experiencing life changing circumstances and more. They have a telephone helpline, benefits calculator and online information.

Community Foundation have a variety of grants available to apply for, available to individuals and organisations. You can use their online grant finder to see the grants that are available at the moment. These grants are usually available to help improve health, wellbeing and education opportunities for people in the North East.

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Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: http://citizensadvice-newcastle.org.uk

Telephone: 0808 223 1133

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

Energy Services, Newcastle City Council

Email: energy@newcastle.gov.uk

Website: www.newcastle.gov.uk/energyadvice

Telephone: 0191 278 3427

Address: Operations and Regulatory Services, NE1 8QH

Energy Saving Trust

Website: www.energysavingtrust.org.uk

Telephone: 0800 098 7950

Newcastle Council Housing Services

Email: council.housing@newcastle.gov.uk

Website: https://new.newcastle.gov.uk/housing/council-housing/

Telephone: 0191 278 7878

Address: Newcastle City Council, NE7 7LX

British Gas

Email: customerservice@britishgas.co.uk

Website: www.britishgas.co.uk

Telephone: 0800 0728 625

Address: PO Box 227, S98 1PD

Warm Home Discount Scheme

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

Citizens Advice

Website: www.adviceguide.org.uk

Telephone: 0808 223 1133

Address: Citizens Advice, EC1A 4HD

British Gas Energy Trust

Email: bget@charisgrants.com

Website: www.britishgasenergytrust.org.uk

Telephone: 01733 421 021

Address: PO Box 42, PE3 8XH

Ovo Energy Fund

Website: https://www.ovoenergy.com/help/debt-and-energy-assistance

Address: 1 Rivergate , BS1 6ED

EDF Energy Fund

Email: edfet@charisgrants.com

Website: https://www.edfenergy.com/help-support/PSR

Telephone: 01733 421060

Address: PO Box 42, PE3 8XH

Scottish Power Hardship Fund

Website: https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund

Telephone: 0121 285 2595

Eon Next Energy Fund

Website: https://www.eonnextenergyfund.com/

Groundwork North East and Cumbria

Email: north.east@groundwork.org.uk

Website: https://www.groundwork.org.uk/north-east-and-cumbria/

Telephone: 01388 662 666

Address: Groundwork NE and Cumbria, DL5 6ZE

Charis

Website: https://charisgrants.com/

Telephone: 01733 421021

Address: Charis Grants Ltd, PE1 1DA

Community Foundation North East

Email: general@communityfoundation.org.uk

Website: https://www.communityfoundation.org.uk/

Telephone: 0191 222 0945

Address: Community Foundation, Philanthropy House , NE3 1DD

Related Articles

Winter Fuel Payment

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