

Energy saving in your home | Energy advice services

Home Energy Scotland

Almost everyone can receive assistance from **Home Energy Scotland**.

The cost-of-living crisis and the increase in energy prices are worrying for us all. Home Energy Scotland can help with free, impartial advice on saving energy, keeping warm at home, renewable energy, cutting water waste and more. They have also published a detailed list of programmes and services that can help with financial support like debt, emergency funding and fuel vouchers.



To find out how Home Energy Scotland can help you, **call freephone 0808 808 2282** or email **adviceteam@sc.homeenergyscotland.org** and an advisor will call you back.

Alternatively, visit **www.homeenergyscotland.org** or follow **[@HomeEnergyScotlandSC](https://www.facebook.com/HomeEnergyScotlandSC)** on Facebook.

Help with energy costs

Contact your supplier as soon as you can if you are worried about paying your energy bills or are in debt to your supplier.

Suppliers must work with you to agree on a payment plan you can afford, under Ofgem rules. This includes reviewing a plan you have agreed before.

You can ask for:

- a review of your payments and debt repayments
- payment breaks or reductions
- more time to pay
- access to hardship funds
- advice on how to use less energy
- Priority Service registration – a free support service if you are in a vulnerable situation

If you can't agree on a way to pay, get help from **Citizens Advice** or **Advice Direct Scotland**. Someone at their Extra Help Unit could take on your case if you are in a vulnerable situation.

Citizens Advice – Call **0808 223 1133** or use their **online webchat** at **www.cas.org.uk**. For textphone, dial 18001 followed by the helpline number.

Advice Direct Scotland – Visit the **energyadvice.scot** website, call **0808 196 8660** or use their **online webchat**.



Additional assistance

Home Heating Advice Scotland fund has been established to assist Scottish citizens identified as 'self-rationing' energy. The fund can help make payments towards future energy bills, depending on the customer's situation. It can also assist towards payment of any outstanding debts the customer may have with their energy provider. You must have received debt advice to qualify. You can access more information at <https://homeheatingadvice.scot/householdfaqs/>

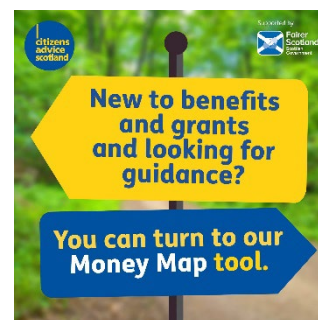
Maximising your income | Financial services

The first thing to do is **get a financial health check**. **Citizen's Advice Scotland** have a **Money Map service** that can help you find sources of online support to increase your income, reduce your bills and ease the costs of daily living. You can access this service online at www.moneymap.scot.

You can also contact the **Citizen's Advice Scotland helpline on 0800 028 1456** or access www.cas.org.uk for more information and guidance.

You may consider carrying out a **benefit check** to ensure that you are receiving all the welfare benefits you may be entitled to. We recommend using the calculator at www.entitledto.co.uk or www.turn2us.org.uk.

If you do not have access to the internet please call Hailie Johnston, Welfare Rights Officer, on 0131 370 7457 for assistance.



Help managing your finances

Money and debt management is a regulated service and must be carried out by qualified individuals. If you would like advice about money and debt, you can get help from the following services:



Advice Direct Scotland	www.moneyadvice.scot	Freephone 0808 800 9060
Christians Against Poverty	www.capuk.org	Freephone 0800 328 0006
National Debtline	www.nationaldebtline.org	Freephone 0808 808 4000

If you're in debt to your energy supplier, you might be able to get a **grant from a charitable trust** to help pay your energy debts. Your application is more likely to be successful if you've received debt advice.

For further advice on Welfare Rights and Benefits you can visit www.hanover.scot/welfare-benefits