

### Home and energy

Many families are struggling with heating their homes, increasing energy bills and keeping themselves and their family healthy. On this page you will find help, advice and support available to you for these issues and more. For helpful contacts and other support options go to page 20.

**Whether you live in a privately owned or rented home, there are a variety of options available to you if you need help - from the Government, energy suppliers, local councils and many more.**

- ⇒ Your local Home Improvement Agency: Community First New Forest 0800 849 1216 Help they provide may include suggesting and organising improvements to help with energy efficiency; advising on any funding sources (national and local) that may be available to you; and helping you fill in application forms for this support. <sup>(1.)</sup>
- ⇒ The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice. It is free to call and is open 9am-5pm Monday to Fridays. 0800 33 66 99 visit [www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk)
- ⇒ If you are struggling to pay your energy bills, you may worry that your energy supply will be cut off. This is always a last resort for your energy company so it is important you talk to them straight away and try to work out a solution. Some energy companies have set up charitable trusts to help customers pay for fuel arrears. You can find out more by contacting your energy supplier directly. <sup>(2.)</sup>
- ⇒ The Home Energy Check helps you to plan energy-saving improvements for your home. Take the Home Energy Check now at [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) <sup>(3.)</sup>

### Top Tips

- Turn off the tap when brushing your teeth.
- Are you running the tap for hot water? Fill up empty bottles while you wait for it to heat up and use them around the house—for the kettle or plants.
- Defrost your fridge regularly - the more ice, the more electricity it uses. A fridge is most efficient when it is three quarters full.
- Dry washing outside when and if you can.
- Don't leave your TV on standby; it is costing you money.
- Run the washing machine with full loads and keep temperatures low.
- Switch lights off in empty rooms.
- A microwave uses 70% - 90% less electricity than an electric oven.
- New Forest residents who have a query or question about home energy can email its resident experts on: [enquiries@environmentcentre.com](mailto:enquiries@environmentcentre.com).

1. Home improvement Agency. Community First New Forest [www.cfnf.org.uk](http://www.cfnf.org.uk) 2010. 2. Getting help with energy bills. Turn2us. 2014 <http://https://www.turn2us.org.uk/About-Us/Our-campaigns/No-Cold-Home/Find-Support>. 3. Home energy check. Energy saving trust. 2014. <http://www.energysavingtrust.org.uk/domestic/Home-Energy-Check>

# Helpful Contacts: Family/Home Support

## Home and energy

### **'Hitting the Cold Spots Campaign'**

Hampshire County Council 0800 804 8601.

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### **Home Improvement Agency**

Community First New Forest 0800 849 1216.

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### **Energy saving**

The Government, energy suppliers and local authorities all provide grants to help you implement energy saving measures. For a variety of information on heating, electricity, water and all other energy related topics visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk).

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### **Energy Grants**

Cavity Wall insulation is one of the best energy efficiency measures you can make. For information on grants contact the Environment Centre on 0800 8048601 or visit [www.environmentcentre.com](http://www.environmentcentre.com).

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### **Short-term Grants**

Utility companies have set targets and need to throw money at the public to meet these. These short-term hot grants can be found in the free weekly email [www.moneysavingexpert.com/site/money-tips-email-faqs](http://www.moneysavingexpert.com/site/money-tips-email-faqs).

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### **Energy freebies**

The big energy suppliers are giving wads of freebies to those receiving certain benefits, from new boilers to insulation. To view these little gems, including a rundown of current offers see the free boilers and insulation guide at [www.moneysavingexpert.com/utilities/free-cavity-loft-insulation](http://www.moneysavingexpert.com/utilities/free-cavity-loft-insulation).

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### **WaterSure Scheme**

If you're on a meter and on certain benefits, and either have three or more children living in the house under the age of 19 or someone in the household with a medical condition needing lots of water, you could get help from the WaterSure Scheme [www.ofwat.gov.uk/households/extra-care-services/watersure](http://www.ofwat.gov.uk/households/extra-care-services/watersure).

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### **Water UK**

[www.water.org.uk/payingforwater](http://www.water.org.uk/payingforwater) has information on all the water company schemes. Help from all providers includes WaterSure, referrals to hardship funds and help in applying for direct payments from benefits.

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### **Financial help**

Many householders in older properties and those on benefits or low incomes may qualify for extra financial help. Call the Energy Saving Advice Service on 0300 123 1234 or visit [www.gov.uk/greendeal](http://www.gov.uk/greendeal) to see if you're eligible.

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