

Dorset Energy Referral Pathway



Low income	Welfare benefits entitlement	www.citizensadvice.org.uk/benefits www.gov.uk/browse/benefits
	Fuel debt write-off / repayments	Go to the energy supplier or to Charis Grants: www.charisgrants.com/application-forms/
	Warm Home Discount (£140 credit on electric in winter)	Contact the electricity supplier directly EXCEPT for park home residents who don't pay the supplier direct: www.charisgrants.com/park-homes-warm-home-discount-scheme/

High heating costs	Switching tariffs	Look on the bill to see if there's a cheaper deal Compare annual usage using an Ofgem accredited site, listed here: www.goenergysshopping.co.uk
	Consumer energy issues	Higher than expected bill? Faulty meter? First contact the supplier www.citizensadvice.org.uk/consumer/energy
	Oil heating costs	Join an oil club to reduce costs: www.oil-club.co.uk Compare prices and haggle (or pay monthly for delivery): www.boilerjuice.com or www.fueltool.co.uk

Energy efficiency	Insulate the property	Healthy Homes Dorset: www.healthyhomesdorset.org.uk 0300 0037 023
	Boiler repair/ replacement	Direct to supplier, or Charis Grants: www.charisgrants.com/application-forms/ For smaller grants see: www.turn2us.org.uk
	Renewables	www.energysavingtrust.org.uk

Safeguarding	Priority Services Register	For vulnerable people (eg elderly, under 1s, disabled, health issues, blind) to be safeguarded during a power cut, or for accessible bills &/or meters and further help Contact local network distributors (eg SSEN and SGN) and suppliers
	Emergency heating & safety	Dorset & Wiltshire Fire & Rescue Service lend out electric heaters and conduct Safe & Well visits for free: 0800 038 2323

Need more help? Go to your local Citizens Advice or call our energy referral line on 01929 77 55 00

Further help



Local Citizens Advice

- Struggling to pay your fuel bills?
- Problems with your energy supplier?
- Confused by comparison sites?
- Looking for ways to increase your income?
- Owe money to energy suppliers and don't know what to do?

Citizens Advice offer energy advice appointments to help you to find cheaper energy, ensure you are getting the maximum grants and benefits, see if you qualify for measures to make your home easier to heat, resolve problems and help you manage your energy debt. Help is provided through one-to-one appointments and occasionally also through home visits.

Available to: Residents in Dorset and Poole

Visit your local Citizens Advice or call the energy referral line on 01929 77 55 00

Healthy Homes Dorset

Healthy Homes Dorset can help access funding for insulation in your home, and ensure you're on the best energy tariff. They can give you telephone advice on how to keep your home warmer for less. If any of the following apply to you, you may be entitled to free loft and cavity wall insulation.

Available to: residents of Dorset, Poole & Bournemouth with one of the following:

- people with specific physical health conditions
- people with disabilities
- people with mental health conditions
- older people (65 and older)
- young children (under 5s)
- pregnant women
- people who have attended hospital due to a fall
- people with addictions
- people who move in and out of homelessness
- people on a low income
- recent immigrants and asylum seekers

Contact CSE on 0300 0037 023

Ridgewater Energy

A local energy advice agency delivering fuel poverty projects through identifying grants, finance and any other suitable sources of assistance.

Contact Ridgewater Energy on 01202 385475