

HEAT

GET SUPPORT WITH YOUR ENERGY BILLS

With the Home Energy Advice Team

 0800 092 9002

YOUR HOME ENERGY ADVICE TEAM



Welcome! Inside this pack, you will discover a wealth of valuable advice and information that you can effortlessly share to raise awareness about the various support options provided by HEAT for UK households.

What's included in this pack:

- Ready-to-use copy for any publications you create
- Engaging posters, informative leaflets, and printable factsheets
- Thoughtfully crafted social media posts for your accounts
- Additional brand resources

If you have any queries or require further assistance, please don't hesitate to reach out to our dedicated partnership team at heat@thewisegroup.co.uk. We are here to help!

ABOUT US



HEAT provides mentoring support and advocacy to vulnerable households to ensure no one has to struggle between choosing to heat or eat.

We help households experiencing energy crises through the provision of independent, tailored advice. By working with households to optimise their relationship with fuel consumption and efficiency over time, we reduce fuel poverty and help more people live comfortably in a warm home. We also aim to ensure emergencies are dealt with quickly and efficiently

HEAT offers households impartial advice and support. Our 'customer first' approach offers a solution to better support and manage your customers, providing them with a first-class mentoring service when they need a helping hand to:

- Develop skills and confidence to manage their home energy
- Pay their bill
- Deal with accumulated/unexpected fuel debt
- Address complex, historic billing issues
- Access the right and affordable home energy systems

Our service is designed to integrate with Warm Home Discount Industry Initiatives, as well as align with the Vulnerability Commitment from Energy UK

MENTORING APPROACH

HEAT

We support people through a mentoring approach to drive behavioural change, enabling them to take control of their energy usage, to reduce and manage their bills. Our approach focuses on the customer's needs foremost so everything we do is person-centred. We find this to be the most effective method in achieving sustainable outcomes and change, preventing the customer's need for repeated crisis support.

Customers come to us at the point of need with the challenges they are experiencing. Our mentors work by building rapport and understanding to determine what other support customers might need throughout their journey with us. Key to our success is the trust our mentors secure with customers and the independent nature of our advice and support.



Call freephone 0800 092 9002 - Lines open Monday to Friday 9pm to 5pm



Email us at HEAT@thewisegroup.co.uk



Visit us online - <https://www.thewisegroup.co.uk/energy-advice/home-energy-advice/>

Online referral form - <https://bit.ly/HEATSPCR>

WHO WE CAN HELP

HEAT

Households at Risk of Fuel Poverty

Not all struggling households fit the formal definition of fuel poverty, but they may still need support. We also help people who are more vulnerable to rising energy costs, including:



Across the UK

- Older people and pensioners
- Individuals with health conditions that require higher energy use
- Families and individuals struggling with energy costs but not classified as fuel poor
- People with a disability
- Households living in communities affected by fuel poverty
- Households living in off-gas grid homes

PROMOTIONAL MATERIAL

HEAT

The HEAT service is here to support households impacted by fuel poverty. We are setup to provide remote services and advice via telephone, as well as a home visit service for the most vulnerable.

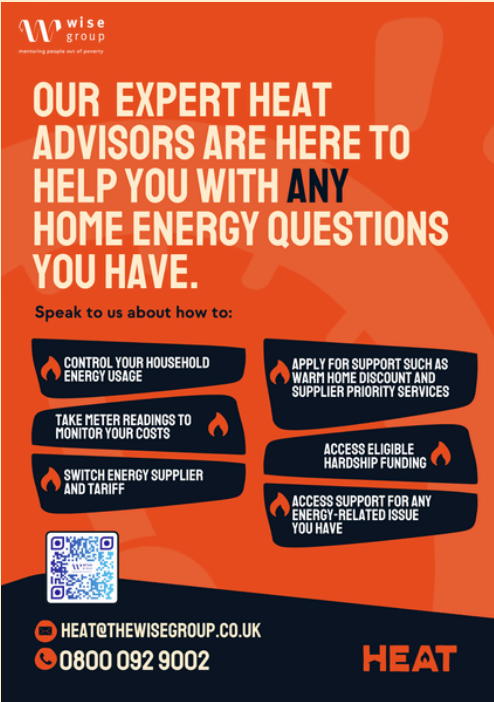
We have included links to our promotional material which can be distributed to promote the HEAT service to your customers:

Leaflets

Download and print our customer flyer [here](#)

Download and print our customer energy tips leaflet [here](#)

Download and print our partner leaflet [here](#)

A vertical flyer for the HEAT service. At the top left is the 'wise group' logo with the tagline 'empowering people out of poverty'. The main text reads: 'OUR EXPERT HEAT ADVISORS ARE HERE TO HELP YOU WITH ANY HOME ENERGY QUESTIONS YOU HAVE.' Below this, it says 'Speak to us about how to:'. There are six dark blue buttons with white text and flame icons, arranged in two columns. The left column buttons are: 'CONTROL YOUR HOUSEHOLD ENERGY USAGE', 'TAKE METER READINGS TO MONITOR YOUR COSTS', and 'SWITCH ENERGY SUPPLIER AND TARIFF'. The right column buttons are: 'APPLY FOR SUPPORT SUCH AS WARM HOME DISCOUNT AND SUPPLIER PRIORITY SERVICES', 'ACCESS ELIGIBLE HARSHIP FUNDING', and 'ACCESS SUPPORT FOR ANY ENERGY-RELATED ISSUE YOU HAVE'. At the bottom left is a QR code. At the bottom right, it says 'HEAT' in large white letters. Below the QR code, it provides contact information: 'HEAT@THEWISEGROUP.CO.UK' and '0800 092 9002'.

SOCIAL MEDIA

Let's join forces and make a positive impact together! Share the content below and let everyone know about HEAT's support for energy bill challenges. Together, we can create a community that thrives on energy affordability and financial well-being.

Remember, tag The Wise Group on your social channels to ensure that your friends, family, and followers get access to this invaluable support. Let's make a difference, one share at a time!

Facebook

Are you struggling to pay your energy bills?

Get free advice and support from @TheWiseGroup HEAT Energy Mentors to help you reduce your energy costs and manage your debt. Call 0800 082 9002 to learn more about how HEAT can benefit you.

X (formerly Twitter)

Struggling with your energy bills? Seeking expert advice and support?

Get free assistance from @TheWiseGroup_SE HEAT Energy Mentors to help manage your energy costs.

Dial 0800 082 9002 to discover how HEAT can transform your situation.

#EnergySavings

HEAT



[Download Facebook image](#)



[Download X image](#)

LOGOS

HEAT

To further promote the Wise Group's HEAT service, we encourage partners to use both HEAT and Wise Group logos. To download, please click on the logo.

When in use, please use both Wise Group and HEAT logos.

Wise Group (main logo)



Wise Group (alternative)



Wise Group (white)



HEAT (main logo)



HEAT (Alternative)



HEAT (main logo)



GET IN TOUCH

HEAT

We are delighted to be working in partnership with you to deliver HEAT services to your customers. If you have any queries related to the content in this pack or require additional support, please contact our HEAT partnership team - HEAT@thewisegroup.co.uk



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