

# Helping People with Fuel Poverty

Information from:

[@citizensadvice.org.uk](https://citizensadvice.org.uk)

**citizens  
advice**

**Sheffield**



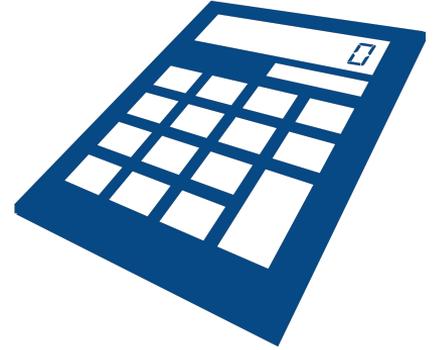
**Funded by  
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# What is Fuel Poverty?

*“In October 2021, 4.5 million UK households were in fuel poverty.  
As of January 2025, there are 6.1 million.”*  
*(National Energy Action - NEA)*

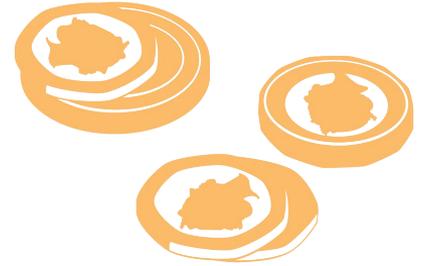
# Fuel poverty...

- 'Eat or heat'
- **Struggle** to pay bills / top up meters
- **Ration** energy / switching it off
- **No funds** after basic energy expenses
- **Bills** seem higher than usual
- **Debts** prevent finding better deals
- **Debts** lead to possible legal action



# What causes fuel poverty?

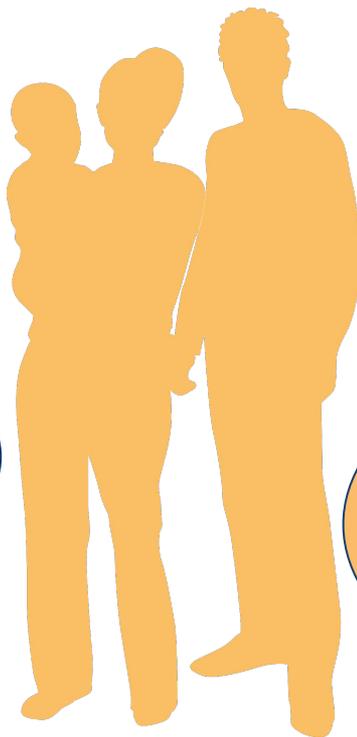
- Low income
- High energy prices
- Poor energy efficiency
- Housing quality
- Lack of Government funding and support



# How does fuel poverty affect health?

Adults

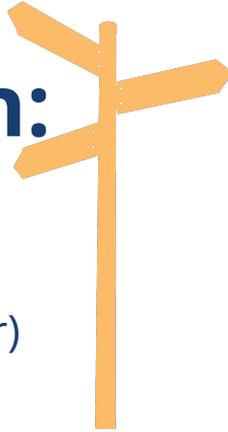
Children



Older adults

People living with disabilities

# Citizens Advice Sheffield can help with:



- Contractual and disconnection issues
- Payment issues and debts (bailiffs, being unable to change supplier)
- Check entitlements to financial help (Winter Fuel Payment, Warm Homes Discount, fuel vouchers, hardship payments, Household Support Fund)
- Priority Service Register (vulnerable customers can get extra support)
- Advising on complaint procedures
- Signposting for Practical Energy Efficiency Advice

**These next few slides show organisations that can support with fuel poverty :**

# **Warm Homes Sheffield**

Alleviate fuel poverty by helping households to access energy efficiency schemes that make homes warmer and more efficient and contribute to a greener, more sustainable future.

We empower people to make decisions about energy usage, accessing grants and funding for improvements, and adopt energy-efficient technologies. From insulation upgrades to boiler replacements, we provide solutions designed to meet household needs.

<https://www.warmhomessheffield.org.uk/>



**FREEPHONE  
0800 107 8882**

# Energy Affordability Helpline



**Freephone: 0800 448 0721**  
**(for non-emergency energy help)**

# Energy Affordability Helpline offer:

- Fuel debts and practical energy efficiency advice
- How to make simple energy saving changes and claim a grant for insulation or improved heating system
- Calls to energy companies on clients' behalf
- Priority Services Register membership
- Warm Home Discount



# LEAP (Local Energy Advice Partnership)



**Freephone 0800 060 7567**  
**[applyforleap.org.uk](https://applyforleap.org.uk)**

## LEAP offer:

- Free, personalised energy advice
- In person and over the phone sessions
- LED light bulbs
- Access to financial support
- Draught proofing and reflective radiator panels
- Boiler replacement or repair
- White goods
- Support and referrals for home insulation schemes\*



# Green Doctors



Helping people keep warm,  
stay well and save money.

Groundwork's Green Doctors are working across the UK offering expert advice and guidance at road-shows, community events and in the home, often to those who are most vulnerable and at risk of fuel poverty.

They can help your tenants to use energy and water more efficiently in their homes and safeguard against ill health by providing practical support that supports them to keep warm and stay well.

Each Green Doctor service is designed as a tailored package of energy efficiency, money saving advice and support based on your priorities and our expertise in meeting the individual needs of residents.

The high level of training our Green Doctors receive along with our unique multi-agency approach means you can feel assured that they can respond to a range of health and well-being issues

during a home visit and make referrals to health or social care professionals when necessary.



phone: 0300 303 3292 (home visit or referral)  
online: [www.groundwork.org.uk/greendoctor](http://www.groundwork.org.uk/greendoctor)  
email: [greendoctoryorkshire@groundwork.org.uk](mailto:greendoctoryorkshire@groundwork.org.uk)

# Green Doctors offer:

- Energy bills and fuel debt advice and support
- Energy bill health check
- Water bills
- Grants for boilers and insulation

## They can install:

- Draught proofing
- LED light bulbs
- Reflective radiator panels

**GREEN DOCTORS**

Helping people keep warm, stay well and save money.

Green Doctors are working across the UK offering expert advice and guidance on energy bills, water bills, grants and support based on your needs. We're here to help with the most vulnerable and at risk of fuel poverty.

Each Green Doctor serves a designated catchment of energy efficiency, energy saving advice and support based on your circumstances and expertise in meeting the individual needs of customers.

They can help your benefits to save energy and water more efficiently in their homes and safeguard against ill health by providing practical support that supports them to keep warm and stay well.

The high level of training our Green Doctors receive along with our energy health agency approach means you can feel assured that they are equipped to manage all health and well-being issues.

Being a home well and made comfortable to live in is essential for professionals when necessary.

**GREEN DOCTORS**

OUR IMPACT LAST YEAR

**33,500** CO2 TONNES SAVED  
**£300** MILES OF HIGHWAY BY REDUCING ROAD TRAFFIC

The best thing about being a Green Doctor is making a difference to people's lives, every single day.

— Dan, Area Doctor

# National Energy Action (NEA)



[sheffield.energy@nea.org.uk](mailto:sheffield.energy@nea.org.uk)

Freephone: 0800 3047159

# National Energy Action offer:

- Priority Services Register
- Switching suppliers and advocacy support
- Energy efficiency tips
- Grants and trusts applications
- Managing energy debts
- Free training and awareness sessions
- Negotiating energy and water providers
- Benefits advice, entitlement and claim help
- Emergency hardship applications
- Emergency fuel voucher help\*



\* for prepayment meter (PPM) customers only

# Some useful links and contacts...

**Simple Energy Advice website:**

<https://www.gov.uk/improve-energy-efficiency>

**Winter Fuel Payment:** [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

**WFP helpline:** 03459 15 15 15

**Cold Weather Payments:** [www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

**Warm Home Discount Scheme:**

[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

**Charis Grants** (can help with grant applications):

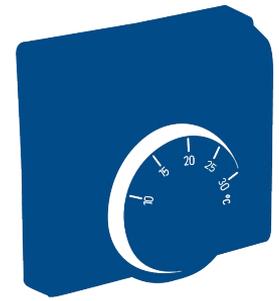
<https://charisgrants.com>

**British Gas Energy Trust** (for grants to help pay bills):

[www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk)

**Priority Services Register:** <https://www.thepsr.co.uk/>

# Some possible solutions...



## Ring Energy Supplier

- Review of payments and debt repayments
- Payment breaks or reductions
- More time to pay
- Access to hardship funds

## Financial support

- Fuel vouchers
- Fuel Direct
- Network Operator Register (energy for medical equipment)
- Grants: <https://charisgrants.com/>

Warm Home Discount, Winter Fuel Payment, Cold Weather Payment, Household Support Fund

# Some possible solutions continued...

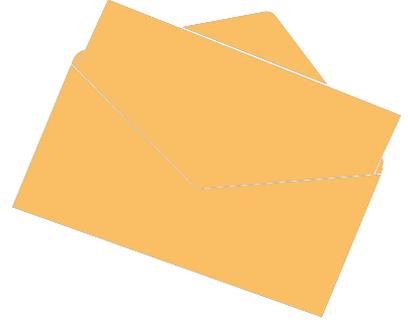
## Practical help

- Home energy efficiency check
- Adjust settings on boiler

## Other help

- Food banks
- Benefits check
- Water bills
- StepChange <https://www.stepchange.org/>
- National Debt Line  
<https://nationaldebtline.org/get-information/guides/gas-and-electricity-arrears-ew/>

# What information to have ready?



- Copies of contracts, bills and other correspondence
- List of dates of what happened and when
- Regular meter readings
- Meter readings at key dates (changing contract, moving home)
- Meter Serial Number (MSN) and Meter Point Administration Number (MPAN - both especially handy for fuel vouchers)

# Keeping on top of meter readings

Not all meters are the same! Here are some examples:



dial meter



electronic meter



mechanical digit meter



smart meter

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter/how-to-read-your-energy-meter/>

# How to access help



Citizens Advice  
Consumer Service  
(for energy)

**0808 223 1133**



Energy  
Affordability Line

**0800 448 0721**



Adviceline

**0808 278 7820**

