

Winter 2023 Support Update

Giles Read – Thinking Works

Thinking  Works
for a brighter tomorrow

Energy Price Guarantee

From 1 October 2023, For the period of October to December 2023, the costs of mains gas and electricity will fall further, with the Ofgem price cap set at **£1,923** for a typical household per year (down from **£2500** last winter)

- **This is still £160 a month** for a direct debit dual fuel bill, up from an average of £105 a month pre-pandemic

****This means that if you use the same amount of energy as last winter, it will cost you a fifth less****

Financial support this winter

- Energy Bill Discount - £400 for all - **SCRAPPED**
- Cost of Living Payment - £650 for those with means-tested benefits – **NOW £900**
- Pensioner Cost of Living Payment - £150 / £300 for those of pensionable age - **REMAINS**
- Disability Cost of Living Payment - £150 for those with disability benefits - **REMAINS**
- Warm Home Discount - £150 bill credit – automatic payment to those eligible (**Requires a low EPC – households that were eligible are no longer eligible**)
- Thames Water / Sutton & East Surrey Water – 50% discount – for those with a household income under £21,749

3 Key Areas:

- 1. MAXIMISE income**, - check if you are entitled to any benefits, grants, or other financial support to increase income. This also includes any possible increased income from work.
- 2. IMPROVE heat retention**, assess where heat is being lost in your home – are there any low-cost ways to improve heat retention? Are you eligible for any grants to improve the energy efficiency of your home?
- 3. REDUCE expenditure**, assess what is using the most energy in your home – how can you reduce the energy use in your home?

Thinking Works Fuel Poverty Support Service

STAGE 1: Crisis Support – by phone

- ✓ **Fuel vouchers** – for those with a prepay meter
- ✓ **Emergency heating repairs** (homeowners only)
- ✓ **Emergency electric heating**

STAGE 2: Medium-term Support – by telephone / home visit

- ✓ **FREE** small measures including 2 x LED lights and radiator reflector panels
- ✓ Room-by-room advice on lowering your heating bills whilst keeping warm
- ✓ Advice on energy and water bill tariff discounts including the **50% Water discount** and the **Household Support Fund** (where available)
- ✓ Assessments for **grants** for insulation and heating works
- ✓ Referrals for benefit checks and debt advice via our Energy Max programme
- ✓ Advice on health and wellbeing services
- ✓ Referrals for **FREE** smoke alarms

STAGE 3: Long-term Support

- ✓ Dedicated team to support applications to the Warmer Homes / Sustainable Warmth grants programme – **CURRENTLY CLOSED**

Who's eligible? Anyone in the boroughs of Kingston, Merton, Sutton, Richmond, and Wandsworth who:

- Is 65 years old or over OR
- Has a long-term condition or disability OR
- Has a low income (this varies depending on occupancy but use £15,000 per occupant as a rule of thumb)
- Is getting support from a frontline council or third-party service such as Occupational Therapy, Social Services, Age UK, and CAB

How do I access the service? To make a booking or referral, please call, text, or email details using the contacts below. Email is preferable. Please include:

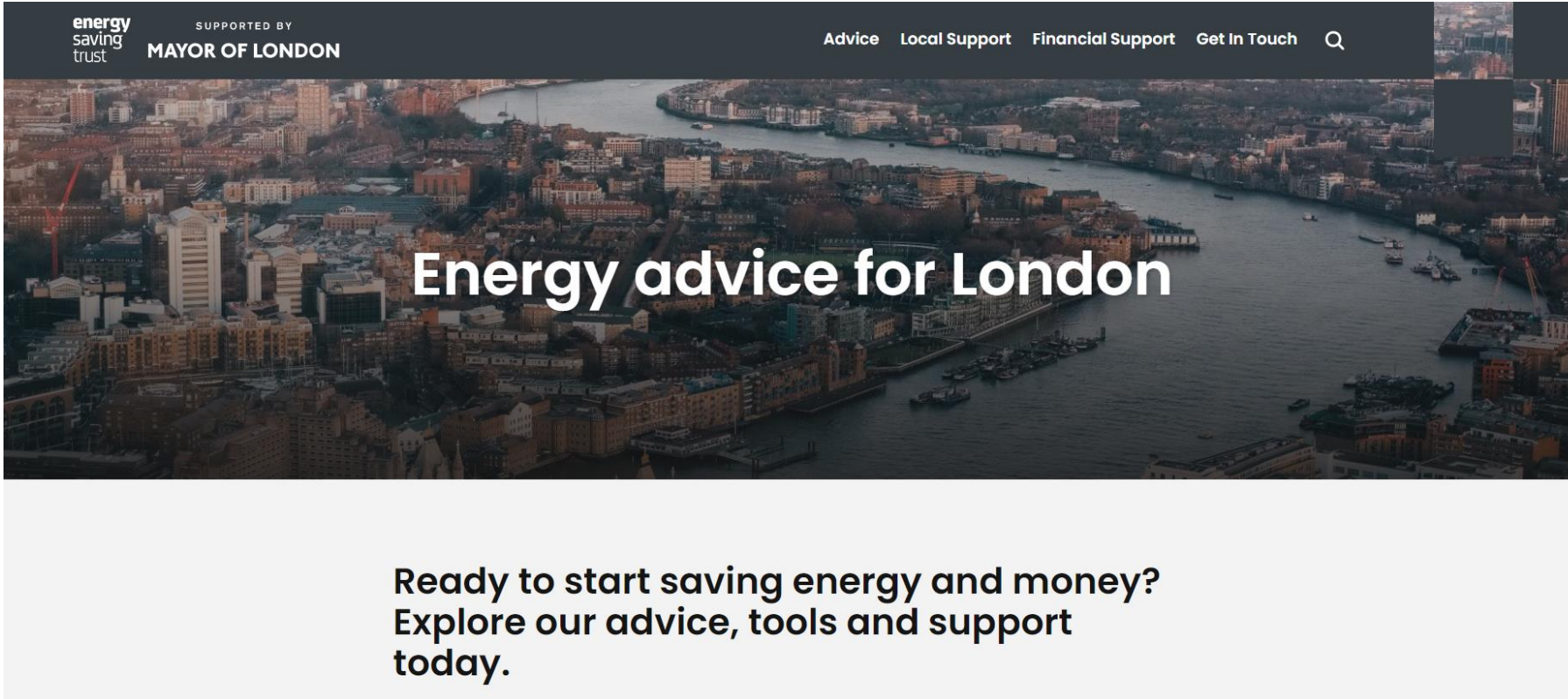
- i. Full name
- ii. Address and postcode
- iii. Contact telephone number
- iv. Brief outline of the reason for the booking or referral (e.g. “high gas bill” or “home very cold” etc.)

Freephone: 0800 118 23 27

Text: 07928 394 482

Email: enquiries@thinkingworks.co.uk

What if a person is not eligible for the service?

The image shows a screenshot of the 'Energy Advice for London' website. At the top left, there is a logo for 'energy saving trust' and text indicating it is 'SUPPORTED BY MAYOR OF LONDON'. A navigation menu at the top right includes links for 'Advice', 'Local Support', 'Financial Support', and 'Get In Touch', along with a search icon. The main visual is an aerial photograph of London with the River Thames, overlaid with the title 'Energy advice for London' in large white text. Below the image, a white box contains the text: 'Ready to start saving energy and money? Explore our advice, tools and support today.'

<https://energyadvice.london/>

Can you help?