



Did you know you do not have to struggle to pay your energy bills in these uncertain times?

The government have released guidance to help residents who may be unable to pay their bills due to job losses, reduced pay or higher usage.

Here are the key points:

- If you have a pre-payment meter and cannot afford to top it up you can ask your energy provider to make provisions, for example allowing someone else to top up your meter or sending pre-loaded top-up cards.
- There is a potential for debt repayments
- Reduced or paused monthly payments
- Credit meters will not be disconnected. This means if you get into financial difficulty, they will not be able to cut you off.

Although we do not know what is going to happen in the future, if you do find yourself in difficulty with your energy bills the best thing to do is to keep speaking with your provider. This may be daunting but they are best placed to help you set up contingency plans.

Act on Energy is working with Warwickshire County Council to support residents through the Warm and Well in Warwickshire scheme.

Services currently include:

- A specialist helpline offering support and advice on keeping warm and ways to help reduce your energy bills: **0800 988 2881**
- Support with reading and understanding fuel bills and switching energy supplier,
- Support for accessing funding for **emergency heating replacements**,
- Home visits to support the most vulnerable households – these may be booked in for the future or carried out remotely,
- Direct referrals to the Fire Service and other agencies for other needs and vulnerabilities,
- Referral to Warwickshire Welfare Rights Advice Service (WWRAS) for benefit checks, income maximisation and advice

Services are subject to eligibility and funding availability and are likely to expand once the threat of Covid-19 has passed.

If you would like further support and advice, please call **Act on Energy on 0800 988 2881**

Warwickshire County Council (WCC) – Warwickshire Local Welfare Scheme

Lending a helping hand to resident in need during the current COVID-19 crisis, it is good to know that there are services available to the most vulnerable in our society.

One of these services is the [Warwickshire Local Welfare Scheme](#). This vital service helps our most at risk residents at times of unavoidable crisis, when they have no other means of help.

The scheme provides basic and essential help for food and home energy (i.e. gas and electricity). The help comes in the form of an emergency food parcel or as credit for a top-up energy card.