



**Disability Sheffield**  
The Centre for Independent Living

# Disability Sheffield Information Service

## Fuel Schemes and Energy Efficiency Factsheet



Disability Sheffield Information Service,  
The Circle, 33 Rockingham Lane, Sheffield S1 4FW  
Tel (0114) 253 6745

E mail: [info@disabilitysheffield.org.uk](mailto:info@disabilitysheffield.org.uk)

Website: [www.disabilitysheffield.org.uk](http://www.disabilitysheffield.org.uk)

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## Fuel Schemes and Energy Efficiency

### Cost of Living Update:

Our [Cost of Living Information Page](#) directs people to Sheffield City Council's [Cost of Living Hub](#) as well as highlighting other information and our blogs with the latest news such as :

[Cost of Living Support – What's New](#) (detailing the new helpline for the Household Support Fund)

[Leap into Energy Advice](#) ( a free service to make your home more energy efficient )

and the [Cost of Living Big 5](#) ( support from Citizens Advice Sheffield with your overall financial situation including benefits

### Oct 2023

Sheffield City Council's Housing Energy Efficiency Team want to let you know about the energy efficiency schemes that are currently running in Sheffield. Whether it's simple energy advice or a free installation of the latest heat pump technology, energy efficiency improvements help local people to stay warmer and safer over the winter. Living in a warm home is important for physical and mental health, as well as helping to combat mould and damp. It's also an excellent way to reduce carbon dioxide emissions.

The Housing Energy Efficiency Team have developed the [Warm Homes Sheffield website](#) and phone line (call 0800 107 8882) with delivery partners, Agility Eco. You can find out about and apply for all the different schemes here, so there is no need to remember the eligibility criteria and referral routes separately. To give you an idea of what kind of support is on offer, here is a quick overview of some of the schemes that can be accessed through Warm Homes Sheffield:

**LEAP:** free energy advice home visits, including advice about ventilation and free low-energy lightbulbs for people who meet broad income, age or health eligibility criteria. LEAP advisors can refer and signpost to energy efficiency schemes, emergency boiler replacements, debt advice services and more.

**HUG 2:** free solar panels, insulation and heat pumps for homes without mains gas heating and a combined annual household income of less than £31k (or households in receipt of means-tested benefits or living in a low-income area). The scheme is for owner-occupiers and private rented properties only. It is free for owner-occupiers and tenants, but landlords need to pay a contribution.

**Connected For Warmth:** free loft and cavity wall insulation for owner-occupier and private rented properties in council tax bands A-D and energy efficiency rating of EPC C-G. Landlords do not need to pay a contribution.

HUG 2 and Connected For Warmth are first-come-first-served and time limited, so please apply now to avoid disappointment!

You can find out more and make an application on the [Warm Homes Sheffield website](#) or by calling 0800 107 8882 . Alternatively, please feel free to get in touch with the team by emailing [housingenergyefficiencyteam@sheffield.gov.uk](mailto:housingenergyefficiencyteam@sheffield.gov.uk)

## Sheffield City Council

If you need urgent support coping with the rising cost of living crisis, you can contact Sheffield City Council on their Cost of Living Helpline number **0114 273 4567**. They can help to navigate through a wide range of hardship grants and support schemes.

## Emergencies Partnership

The partners has put together a collection of alerts, guides, insight and advice to support preparing for the challenges of cold weather and the pressures this can add during the winter period.

To see a collection of resources from GOV.UK, including the cold weather plan for England, click [here](#).

Sign up [here](#) to receive cold weather alerts from the Met Office, and use [this guide](#) to understand the alert thresholds.

There are [6 top tips for staying well this winter](#), a [‘Keep Warm Keep Well’ leaflet](#) and a blog on [Responding to the challenge of cold weather and winter](#).

This guidance on [Health matters: cold weather and COVID-19](#) gives details on some vulnerable groups and the health impacts of exposure to cold weather.

## Related Disability Sheffield News Articles:

### Are You Connecting to Warmth?

Warm Homes Sheffield is a partnership between Sheffield City Council and energy experts AgilityEco. It provides a route to access a number of energy saving programmes that can help Sheffield residents to reduce energy use and stay warm and well. It provides a range of fully-funded energy efficiency improvements for your home

[View Article](#)

### Get a Priority Service and Get Smart

<https://www.disabilitysheffield.org.uk/blog/get-a-priority-service-and-get-smart-2021-10-29>

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**Please treat the information below with caution as it needs updating though most is still applicable.**

In this factsheet we aim to direct you to information under the following colour-coded headings:-



## The Energy Company Obligation

Information about the government's Affordable Warmth Scheme and the Green Deal



## Extra Schemes for Low-income Households and Vulnerable People

Winter Fuel Payments, the Warm Home Discount Scheme and the Priority Service Register



### Grants

Home Energy Grants and calculator, disability grants and grants for vulnerable customers from energy providers.



### Benefits and Fuel Arrears

Signpost you to support and advice if you are struggling to pay your energy bills



### Making a Complaint about your Energy Provider

Information from Ofgem about making a complaint or enquiry to your energy company



### Local Support and National Helplines

Where to find local and national organisations that can provide support. helplines, other factsheets and resources about fuel schemes and energy efficiency in your home

## The Energy Company Obligation (ECO)

The government launched the [Energy Company Obligation \(ECO\)](#) scheme in early 2013 to replace Warm Front. The ECO is a government energy efficiency scheme in Great Britain to help reduce carbon emissions and tackle fuel poverty. It is designed to help people with fuel costs and support the installation of energy efficiency measures in low-income households and properties that are 'harder to treat'. The scheme has changed over the years but we have summarised the current offer as best as we can below:

Scheme	Helps with	Eligibility
<b>The Affordable</b>	You may get help with the	You might be able to get help for

<p><b>Warmth Scheme</b></p> <p>(part of the Home Heating Cost Reduction Obligation or HHCRO).</p>	<p>cost of:</p> <ul style="list-style-type: none"> <li>insulation work, for example to your loft or cavity walls</li> <li>replacing or repairing your boiler - or other upgrades to your heating</li> </ul>	<p>energy-saving improvements to your home if you either:</p> <ul style="list-style-type: none"> <li>claim certain benefits and live in private housing (for example you own your home or rent from a private landlord)</li> <li>live in social housing that has an energy efficiency rating of E, F or G you might be eligible for help with insulation or installing a heating system for the first</li> </ul> <p>See the <a href="#">Gov.UK website</a> for a full list of the Help from your energy supplier under the Affordable Warmth Obligation and the <a href="#">Eligibility Criteria</a></p>
<p><b>The Green Deal</b></p>	<p>The Green Deal helps you make energy-saving improvements to your home and find the best way to pay for them. The improvements that could save you the most energy depend on your home, but typical examples include:</p> <ul style="list-style-type: none"> <li>insulation, such as solid wall, cavity wall or loft insulation</li> <li>heating</li> <li>draught-proofing</li> <li>double glazing</li> <li>renewable energy generation, such as solar panels or heat pumps</li> </ul>	<p>The Green Deal Home Improvement Fund (GDHIF) is closed to new applications.</p> <p>You're not affected if your Green Deal improvements have already been made and you're making repayments through your electricity bill. Your Green Deal provider will still be responsible for any warranties or maintenance specified in your contract with them.</p> <p>View GOV.UK website <a href="#">Green Deal</a>.</p>

**NB : Please Note**

You may be contacted directly by an installer claiming to be working under the ECO scheme. If the company claims to be an installer, always ask to see the following credentials: for most measures, installers under ECO must be PAS 2030:2017 (Publicly Available Specification) accredited, and will have a registration number. If they are installing microgeneration measures (eg measures that produce heat) they need to be Microgeneration Certification

Scheme (MCS) accredited and will be registered on the [MCS website](#). All companies repairing or replacing a gas boiler must be registered with Gas Safe. You can check this on Gas Safe's [website](#).

## Extra Schemes for Low-income Households and Vulnerable People

### Cold Weather Payments

These are sent out automatically to [people who qualify](#) when there is an extended period of freezing temperatures: Payments are made when your local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days. You'll get a payment of £25 for each 7 day period of very cold weather between 1 November and 31 March.

Tel: 0800 731 7898 Pension Service if you receive Pension Credit

Tel: 0845 604 0234 Job Centre Plus – if you receive any other income-related benefit.

See [Direct Gov Website](#) for further information

### Winter Fuel Payments

The Winter Fuel Payment could help you with money towards your heating bills.

You qualify for a Winter Fuel Payment if both the following apply:

- you were born on or before 5 November 1953
- you lived in the UK for at least one day during the week of 17 to 23 September 2018 - this is called the 'qualifying week'

If you did not live in the UK during the qualifying week, you might still get the payment if both the following apply:

- you live in Switzerland or a [European Economic Area \(EEA\)](#) country
- you have a genuine link with the UK social security system, such as having lived or worked in the UK for most of your life

Tel: 0845 915 1515

You may still be able to get [Cold Weather Payment](#) or [the Warm Home Discount Scheme](#), even if you do not qualify for Winter Fuel Payment.

### Warm Home Discount Scheme

If you are on a low income, you may [qualify](#) for the Warm Home Discount Scheme. This gives a rebate to pensioners on low incomes and some other customers on low incomes.

See the [GOV.UK Website](#) and [Citizens Advice](#) for more information.

### Priority Services Register

If you are of pensionable age, disabled, visually/hearing impaired or chronically sick you can apply to join your energy supplier's Priority Service Register. Being on the Register entitles you to the following free services:

- Safety check on gas appliances
- Meter reading
- Moving meters
- Password scheme to protect against bogus callers
- Advance notice if your supply is to be disrupted
- Bill nominee scheme if you need a friend or relative to help read and pay your bill

### [More Information](#)

Contact details

- Npower Spreading Warmth Programme Tel: 0808 172 6999
- E:ON Caring Energy Tel: 0800 051 1480
- British Gas Home Energy Care Register Tel: 0800 072 8625
- Scottish Power Home Heat Helpline Tel: 0800 33 66 99
- Scottish & Southern Priority Service Register care line Tel: 0800 622 838
- EDF Energy Priority Services Tel: 0800 169 9970

### Grants

The government have a dedicated [Energy Grants and ways to improve your energy efficiency](#) page which includes an energy grants calculator.

[Disability Grants](#) have a dedicated [Energy Saving Grants](#) page which details energy saving grants which may be available to disabled people.

Charis works with a number of companies to help vulnerable customers with water and energy debts and other essential household bills and costs. See [Charis website](#) for details of how to apply.

### Benefits and Fuel Arrears

If you're struggling to pay your energy bills or get a bill you can't afford, you should take steps to sort out the problem as soon as possible. If you don't pay your gas and electricity debts, you risk being cut off. It is important to contact your Energy Provider to let them know your difficulty.

Citizens Advice Sheffield can help on Freephone **0808 278 7820** ( 10am -4pm Mon – Fri ) or go to [Advice Sheffield](#) website.

### Fuel Direct

If you're on certain benefits, you can arrange to pay your fuel arrears direct from your benefit. The amount you pay is fixed by the Department of Work and Pensions.

See the [GOV.UK website](#) and the [Citizens Advice Bureau](#) website for more information.

# Making a Complaint about Your Energy Provider

## Ofgem

Ofgem is Britain's energy regulator which oversees the energy market, setting obligations about how energy suppliers act and promoting competition.

You can find information on their website about [Making an Enquiry or Complaint](#) about your energy company and [general information for domestic consumers](#)

## Local Support and National Helplines

### Sheffield City Council

Sheffield City Council have a [Ways to reduce your fuel bills](#) page which details the support available to keep your home warm and reduce your energy costs. This includes information on the [Home Energy Check](#), the [Energy Grants Calculator](#), tips to reduce your fuel bills and [Energy Efficiency in council homes](#)

Contact: Private Housing Standards Team – Tel: 0114 273 4680

### Heeley Energy House

Heeley Energy House is a visitor centre and project based at Heeley City Farm. The Centre offers free energy advice on how to

- Find cheaper tariffs and switch supplier
- Access grants and discounts to make homes warmer
- Take control of heating systems and save money
- Make homes warmer through low and no cost useful tips

Alexandra Road, Heeley, S2 3EE

Website: [Heeley Energy House](#)

### Simple Energy Advice

Impartial and independent advice on how to make your home more energy efficient at the [Each Home Counts website](#). You can also find out about any grants and schemes you're eligible for.

### Energy Saving Trust

[The Energy Saving Trust](#) has information on [energy advice for the home](#) to help you find out where you could make savings on your bills and an [online home energy check](#) to help you find out where you could make savings on your bills. See also their tips on Saving Energy: [Energy Saving Quick Wins](#)



## Turn2Us

[Turn2Us](#) is a national charity providing practical help to people who are struggling financially. Their website includes a dedicated [Energy Schemes](#) section which includes useful information if you are struggling to pay your energy bills, and explains some of the schemes and grants that may be available to help towards the cost of energy.

### Advice Guide: Self Help from Citizens Advice Bureau

[Citizens Advice](#) has a lot of detailed information on their website summarising government assistance for paying bills, how to save money and advice on switching supplier

Useful Pages on their website include:

- [Save money on your gas and electricity](#)
- [Grants and Benefits](#)
- [Getting a Smart Meter Installed](#)
- [What to Do if You're Struggling to Pay your Energy Bills](#)

If you're struggling to pay your energy bills or get a bill you can't afford, you should take steps to sort out the problem as soon as possible. If you don't pay your gas and electricity debts, you risk being cut off. The Citizens Advice Bureau can help. You can find your nearest advice centre in Sheffield by entering your postcode or area on the [Advice Sheffield](#) website.

## Age UK Factsheets

[Age UK](#) has produced a number of comprehensive guides for Older People

- [Help with energy costs](#)
- [Help with heating costs](#)
- [Switching Energy Supplier](#)

## Which? Guides

The independent consumer organisation [Which?](#) Have some useful guides on their website:

- [Heating, Water and Electricity](#)
- [Smart Meters](#)

## National Energy Action

Offers a range of advice, support and leaflets

**Tel 0800 304 7159 for energy advice**

<https://www.nea.org.uk/get-help/>

## What do you think of this factsheet?


If you would like to comment on this factsheet or provide additional information from your own experience please let us know and we would be happy to consider adding to or amending the factsheet. We welcome any comments to help us improve our service. Our contact details are:

### **Disability Sheffield Information Service**

The Circle

33 Rockingham Lane

Sheffield S1 4FW

 **0114 253 6750**

Mon-Wed 10am to 3pm

(Ansaphone facility available at other times)

E- mail [info@disabilitysheffield.org.uk](mailto:info@disabilitysheffield.org.uk)

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

### **Disclaimer**

No recommendation is given or implied by providing these details. Whilst every effort is made to ensure accuracy we cannot accept responsibility for any errors or omissions. Please note that the inclusion of groups or individuals on the factsheet does not mean that they have been vetted or are recommended by Disability Sheffield Information Service. Details may change so it is important you check the information provided to make sure they are accurate and suitable for your own requirements