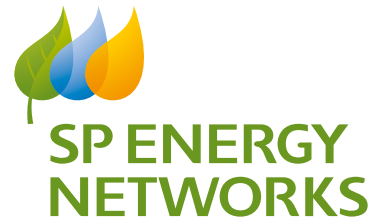


# Keep Warm and Well in Winter

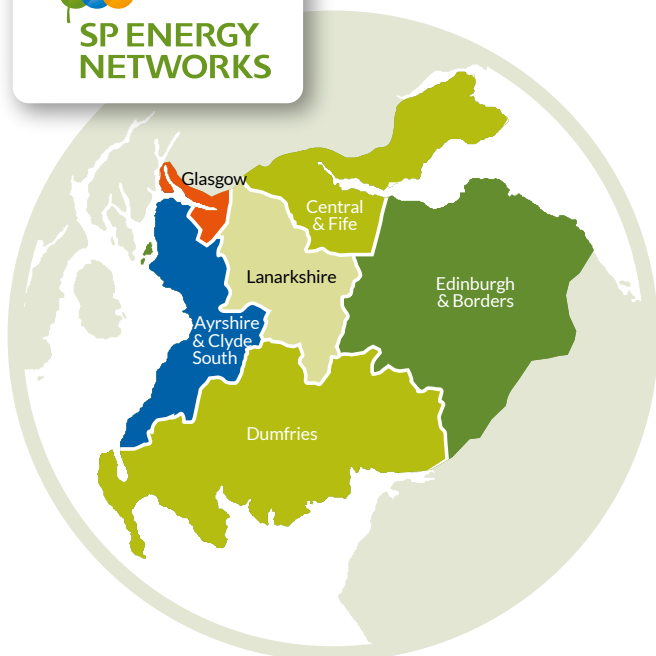


At SP Energy Networks we work 24/7, every day of the year to keep the power flowing to your home. We don't issue electricity bills, that's the role of your electricity supplier. However, if your power does go out, it's our team of dedicated engineers who ensure it is switched back on as quickly as possible.



You can join our Priority Services Register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help



We offer extra support to those people who need it through a Priority Services Register so that we can contact our most vulnerable customers if they do experience a power interruption.

## Register for our Priority Services



0330 10 10 167

[spenergynetworks.co.uk/acaringnetwork](https://spenergynetworks.co.uk/acaringnetwork)

[customercare@spenergynetworks.com](mailto:customercare@spenergynetworks.com)

Or text PSR to 61999 - we will normally contact you within 48 hours.

If you are on the register we will try to proactively contact you if we know of a problem in your area. This might not always be possible if we are unaware of a power cut so please **contact us on 105** and tell us you are on our Priority register if you experience a power cut.

## What our Priority Services customers can expect

Register with us to:

- Be told in advance of a planned interruption to your electricity supply
- Be kept in touch with regular updates during a power cut
- Access services through our range of selected partners who can provide free advice on making the most of your money and healthy living

## Helping you keep your home warm

This leaflet will help you keep safe, warm and well in winter while keeping your energy bills as low as possible without losing any comfort in your home.

Cold, damp homes can be damaging to health. Older people, families with young children and those with chronic illnesses need to take extra care about keeping all areas of their home at a comfortable temperature.

Recommended temperatures are 21°C for the main living areas (23°C if you are over 70 or have a long-term health condition) and 18 °C for other rooms.

## Who can help make your home warmer and more comfortable?

**Home Energy Scotland** can help you find out if you are entitled to free or subsidised insulation or upgraded boiler/heating system. Call them free on **0808 808 2282**.

Your energy supplier may be able to help provide free or discounted energy efficiency products and services to make your home warmer or lower your bills. Contact them for details. The number is shown on your fuel bill or their website.

**Local authorities** – many local authorities provide home energy advice services, even if you're not a council tenant. Contact your local council for details.

## Are you missing out on extra income?

As well as heating advice, **Home Energy Scotland** can also arrange benefit and tax credit checks to ensure you are claiming what you are entitled to. This may also open up access to other grants and discounts that are available. Contact **0808 808 2282**.

**Department for Work and Pensions (DWP)** is the UK Government department responsible for ensuring people get any financial help they're entitled to. Contact them on **0800 055 6688**.

**Citizens Advice Bureaux (CABs)** offer advice and information about benefits income. They can also help with application forms. Call the Citizens Advice Helpline on **0800 028 1456**.



0330 10 10 167

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[customer care@spenergynetworks.com](mailto:customer care@spenergynetworks.com)

Or text PSR to 61999 - we will normally contact you within 48 hours



## Other financial help

There are other sources of help available during the colder months. These include:

**Winter Fuel Payment:** almost everyone born on or before 5 October 1954 should get a yearly Winter Fuel Payment from the UK Government. It is paid automatically and for winter 2020-21 it's worth between £100 and £300 per household depending on circumstances. Contact the Winter Fuel Payment helpline free on **0800 731 0160**.

**Cold Weather Payments** are made when the average temperature in your area falls to or below 0°C for seven consecutive days (during the period 1 November to 31 March). The payment is made automatically to people receiving Pension Credit and various other benefits. You'll get £25 for each seven-day period. Find out more through Jobcentre Plus free on **0800 555 6688**.

**Child Winter Heating Assistance** of £200 should be paid automatically to each child in Scotland receiving the highest rate care component of disability living allowance (DLA). Call free on **0800 182 2222** if you think you might be eligible.

A **Warm Home Discount** worth £140 may be available to people receiving Pension Credit. You don't have to claim – you should receive the rebate automatically. To qualify, your energy provider must be participating in this scheme and your name, or your partner's name, must be on the electricity bill. Call the helpline on **0800 731 0214** to check your eligibility if you are not receiving it. Energy companies may also give a £140 Warm Home Discount rebate to other vulnerable customers in receipt of certain benefits. Check with your supplier to find out whether you might be eligible.

## What else might help keep your home warm and comfortable?

**Getting the best deal for your energy:** switching to a different energy supplier can be one of the easiest ways to save money. Check with your current supplier to see if you're on the best tariff they offer. Check online with an Ofgem-approved independent price comparison website to see if you can save money by switching supplier. Your local Citizens Advice Bureau **0800 028 1456** or Home Energy Scotland **0808 808 2282** can help you do this.

**Electricity and gas suppliers' Priority Services Register:** all electricity and gas suppliers offer free priority services to customers who may need extra support. This includes: pensioners; people who are disabled, chronically sick or have a long-term medical condition; those with a hearing or visual impairment or other communication needs; people in a vulnerable situation.

Scottish and Southern Energy Networks look after power supplies in parts of Scotland not served by SP Energy Networks – call **0800 294 3259** for details of their Priority Register. SGN looks after the gas network throughout Scotland and can offer extra support to gas customers if they're left without a supply. Call them on **0800 975 1818** for details or to join their Priority Services Register.

**Speaking to your supplier:** you may find yourself having difficulty paying your bill or be in arrears with your electricity and/or gas. Whatever the reason, it's important that you contact your supplier straight away – if they don't know you're struggling, they can't help you. Contact details will be on your bill.

## Cut your bill without sacrificing comfort

- Set the central heating to switch off 30 minutes before you leave the house.
- The thermostat on your central heating should be set at 21°C (70°F) for your living room.
- With storage heaters, it is important to close the damper or output dial (sometimes called the boost) before going to bed or if the house is unoccupied during the day.
- If you have a hot water tank or cylinder, it should have at least 8cm (3 inches) of insulation.
- Fit a thermostat on your hot water tank if it doesn't have one. This should be set at 60-65°C (140°F).
- Only switch the hot water on when you need it
- Heavy curtains can help keep heat in
- Use low energy light bulbs
- Don't leave appliances on standby, switch them off at the wall
- Turn off radiators in rooms not in use
- Use the 'economy' programme on your washing machine and wash a full load when possible
- Only fill the kettle with as much water as you need
- A slow cooker or microwave is cheaper to use than an oven.
- Use a draught excluder at the bottom of your doors
- Install a chimney balloon in any unused chimneys

## Our Additional Support Services



We work with local partners who can provide access to free support services that may interest you.

More information on these support services can be found by using the below link, alternatively you can call **0330 10 10 154**: [www.spenergynetworks.co.uk/acaringnetwork](http://www.spenergynetworks.co.uk/acaringnetwork)

**POWER CUT?  
CALL 105**



This leaflet was produced by Energy Action Scotland (EAS)  
Suite 4a, Ingram House, 227 Ingram Street, Glasgow G1 1DA.

Phone: 0141 226 3064

E-mail: [eas@eas.org.uk](mailto:eas@eas.org.uk) Website: [www.eas.org.uk](http://www.eas.org.uk)

EAS is a charity working to promote warm, dry homes.  
We are pleased to be working with SP Energy Networks to provide this leaflet.