

# KEEP CALM

By Keeping Warm This Autumn

## Energy Bills are Rising and support is available at Stirling Citizens Advice Bureau Ltd

From the **1<sup>st</sup> October** Energy prices are increasing. It will affect around 15 million households on variable or default rates and prepayment meters. If this increase affects you then there is support available.

Ofgem has put in place a strong safety net to support consumers struggling to pay their bills. If you or your family are in vulnerable circumstances or in debt, **there is help available** for you and I **urge you to contact your supplier to access it.**

If you are on a **pre-payment meter**, protections include being able to ask your energy supplier for **emergency credit.**

If you are struggling to pay your bill, contact your energy supplier to explain what you can pay and when – they are bound by Ofgem rules to listen, if they do not listen you can contact **Stirling CAB for support.**

Low income households, especially pensioners, can get a **£140** off their electricity bills under the **Warm Home Discount**

### You are protected when energy firms collapse!

You will not be left without power if your supplier goes bust. Ofgem – as the independent energy regulator – will automatically switch you onto a new supplier so there will be no interruption to your supply of energy.

There are rules and regulations that all suppliers must follow. The price of energy will be increasing but they can offer support when required.

**If you are worried about your energy supply or struggling to afford your energy please contact Stirling CAB today for support. There is always help available!**

## Top Tips

## to help you save money on your energy bills



Turning your appliances off at the plug could **save you £35**



By using a bowl for washing up you could **save up to £25 a year**



You could **save £60** by turning your thermostat down by 1 degree



If you spent just 1 minute less in your daily shower you could **save £8**



By turning off lights when you leave a room you could **save £15 each year**



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



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## Help in Action- Library Outreach

**Stirling District Citizens Advice Bureau Ltd**, in conjunction with Stirling Council Archives and Library Service, will now be offering **drop-in sessions** across **five rural libraries** to meet the growing demand in our communities.

In addition to the already well-established service that was held in **Callander library** (pre lockdown), further drop in sessions are scheduled to occur in **Killin, Balfroun, Strathblane, Plean, Fillin and Cowie libraries**. The outreach service is due to begin week commencing Monday 6<sup>th</sup> September.

The details for the dates and times of the drop-in sessions are as follows;

Monday – **Cowie Library (10am-1pm)** Weekly service & **Plean and Fallin** every Second **Week (2pm-4pm)**

Tuesday – **Killin Library (1pm-3pm)** Fortnightly service

Wednesday – **Callander Library (10am-4pm)** Weekly service

Thursday – **Balfroun library (10am-1pm)** Weekly service & **Strathblane (2pm-4pm)** Fortnightly service



**Energy Advice Service** – providing holistic energy advice, assisting with debt issues, advocacy and emergency fuel assistance: Contact Stirling CAB on **01786 470239** or **01786 451225**  
[bureau@stirlingcab.casonline.org.uk](mailto:bureau@stirlingcab.casonline.org.uk)

**Tackling Rural Isolation Support Service** – provides advice and support to individuals in rural North and West Stirling District. Those struggling with benefits, to engage with their communities or with food and fuel issues. Contact Chris Kinnaird on **07498925157** or [chris.kinnaird@stirlingcab.casonline.org.uk](mailto:chris.kinnaird@stirlingcab.casonline.org.uk)



**SSEN Vulnerable Persons Fuel Poverty Outreach Worker** – works to identify and support families and people of pensionable age who are suffering from fuel poverty with the aim to maximise their incomes. Contact: Laura Hutchison on **07498925159** or [laura.hutchison@stirlingcab.casonline.org.uk](mailto:laura.hutchison@stirlingcab.casonline.org.uk)

