

KEEP CALM

By Keeping Warm This Winter

Keep warm this winter with the help of Specialist Advisors at
Stirling Citizens Advice Bureau Ltd

The consequences of fuel poverty are **misery, discomfort, ill health and debt**. The **Energy Team in Stirling Citizens Advice Bureau** can help you escape fuel poverty.

Throughout this pandemic crisis, many people have lost their jobs, lost their clients or are working increasingly from home, therefore using more energy and, in some cases, struggling to pay for it. There is an increased likelihood of customers getting into energy debt with unusual patterns of energy consumption or requiring emergency fuel funds. We want to make people aware that there is help available.

The Winter Warmth Campaign in a snapshot this month:

30 Warm Home Discount applications made,
22 households assisted with emergency fuel issues
18 energy switches completed
£18,000 gained through working with the TRI project
28 signed up to the Priority Services Register



50%

Of People went without electricity/gas in the last 6 months because they had been unable to afford it.

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



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Help in action

Case study 1 Energy Best Deal and SSEN

The client had first contact with the Energy Best Deal Worker Kayleigh. The client and her partner are over state pension age and have been struggling to heat their home and believed they were on the cheapest tariff available to them. After running a tariff analysis, it was found that there were cheaper tariffs available and by switching tariff, this resulted in a **£720 saving** for the client for the year. The client also cares for her partner who has Alzheimer's who receives Attendance allowance and the client is concerned as her home is always cold and extremely hard to heat. As there is an undeniable link between living in cold, damp homes and health issues, the client and her partner are at risk of becoming ill and this makes them extremely worried and vulnerable. The SSEN worker Laura was able to assist the client in applying for the **Warm Home Discount** which will see the client be rewarded **£140** to help pay towards their electricity bill. Laura also signed both the client and her partner up to the **Priority Service Register** ensuring extra support and peace of mind for them. The client was also referred to Home Energy Scotland to check eligibility for **additional support** in the form of grants to help keep their home warmer for longer.

Energy Advice Service – providing holistic energy advice, assisting with debt issues, advocacy and emergency fuel assistance: Contact 07498988993 or azra.Tabassum@Stirlingcab.casonline.org.uk

Energy Best Deal Project – looks for ways to help save money when it comes to energy bills as well as long term assistance regarding debt and fuel concerns. Contact: Kayleigh Sands 0748925151 or Kayleigh.sands@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 07498925159 or laura.Hutchison@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 her communities or food and fuel. Contact Chris Kinnaird 07498925157 or

chris.Kinnaird@Stirlingcab.casonline.org.uk



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