

KEEP CALM

By Keeping Warm This Winter

Energy Bills are Rising and Support is Available at Stirling Citizens Advice Bureau Ltd

Recent polling for Citizens Advice Scotland (CAS) has found that as many as **1 in 7 people in Scotland find their energy costs unaffordable** as a result of low incomes. With a quarter of Scottish households currently meeting the criteria for being in fuel poverty CAS has warned that the crisis in the energy markets, the upcoming increase in the energy price cap and the impact of the pandemic on incomes will inevitably lead to an even more challenging time for those on low incomes.

If you are unable to afford to top up your pre-payment meter or pay your direct debit there is support available at Stirling CAB.

You do not have to self-disconnect and live in a dark cold home this winter there is help available!

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**



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Help in Action

Client, aged 61, attended the library drop-in service seeking advice and support following on from the death of her partner. The client was reliant on her partners state pension as the sole source of household income and was distressed worrying about how she would support herself financially going forward.

By engaging with the bureau, a holistic and detailed conversation was had to discuss and highlight the clients eligibility to support, and ongoing support has been put in place to assist the client realize the full entitlement. To date the client has already achieved a financial award of **£4,300.00** with the possibility of further financial support being awarded of up to **£15,933.44** through continuing engagement with the service.

The Winter Warmth Campaign Snapshot:

33 Application made to reduce or clear debt this winter

£17,798.95 Home Heating Awards provided to keep people warm this winter

£267,160.43 Client financial awards gained through working with the TRI project in 2021

Energy Advice Service – providing holistic energy advice, assisting with debt issues, advocacy and emergency fuel assistance:
Contact Gary Egan on **07498 988993** or gary.egan@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 **07498 925157** or 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 **07498 925159** or laura.hutchison@stirlingcab.casonline.org.uk

