



What is the service?

Our fuel poverty support service is funded by the Local Authority and is there to help vulnerable residents save energy and be warm and well.

What does the service provide?

The service is split into 3 stages:

STAGE 1: Crisis Support – by phone

- ✓ **Fuel voucher** – for those with a prepay meter and following an eligibility assessment
- ✓ **Emergency heating repairs** (homeowners only)
- ✓ **Emergency electric heating**

STAGE 2: Medium-term Support – by phone or home visit

- ✓ **FREE** small measures including 4 x LED lights and radiator reflector panels
- ✓ Room-by-room advice on lowering your heating bills whilst keeping warm
- ✓ **FREE** assessment by a GAS SAFE heating engineer to check heating controls are set efficiently
- ✓ Advice on energy and water bill tariff discounts including the **50% water discount** and the **Household Support Fund** (where available)
- ✓ Assessments for grants for insulation and heating works (where available)
- ✓ Referrals for benefit checks and debt advice via our **Energy Max** programme
- ✓ Advice on health and wellbeing services
- ✓ Referrals for **FREE** smoke alarms

STAGE 3: Long-term Support

- ✓ Dedicated team to assess viability of applications to the Great British Insulation Scheme, ECO4, and any other available grants programmes

Who's eligible? Anyone in the boroughs of Kingston, Merton, Sutton, Richmond, and Wandsworth who:

- Is 65 years old or over OR
- Has a long-term condition or disability OR
- Has a low income (this varies depending on occupancy but use £15,000 per occupant as a rule of thumb)
- Is getting support from a frontline council or third-party service such as Occupational Therapy, Social Services, Age UK, and CAB

How do I access the service? To make a booking or referral, please call, text, or email details using the contacts below. Email is preferable. Please include:

- i. Full name
- ii. Address and postcode
- iii. Contact telephone number
- iv. Brief outline of the reason for the booking or referral (e.g. “high gas bill” or “home very cold” etc.)

Freephone: 0800 118 23 27

Text: 07928 394 482 **Email: enquiries@thinkingworks.co.uk**