



Help with the rising costs of living and energy bills

If you are impacted by the increased costs of living and energy prices in particular, the following support is available.

This includes support from central government, the councils and our partners.

If you are at risk of eviction or being cut-off from by your energy supplier please access the help available as soon as possible.

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Fuel vouchers

If you are struggling financially, have a pre-payment meter, have less than £4 on it, and not due a payment for a while, you can seek help.

You can phone your utility company and ask for a fuel voucher - worth £49 – which you can apply for twice a year and does not have to be repaid.

A PIN number is sent to your mobile phone. You show this at your top-up shop, along with your gas card or electricity key.

www.lewes-eastbourne.gov.uk/community/covid-19/request-support-for-vulnerable-residents/fuel-voucher-scheme

Referrals for fuel vouchers are also available with a referral from Citizens Advice in Lewes district and Eastbourne. Phone Citizens Advice on **03444 111 444**.

Energy bills rebate

Government has announced the energy bills rebate scheme.

www.gov.uk/government/news/millions-to-receive-350-boost-to-help-with-rising-energy-costs

We are waiting for the detail of how this will work but we expect if your property is in Council Tax bands A to D and you pay by Direct Debit you will automatically receive an energy bill rebate.

If you pay any other way you will have to make a claim – we are awaiting details from central government on how you can claim.

If your property is in Council Tax bands E to H there will be a discretionary fund that you can apply for. We are awaiting details from central government on how this fund will work.

www.lewes-eastbourne.gov.uk/payments/pay-your-council-tax

Help if you are at risk of your power being cut off

Citizens Advice have set up an Extra Help Unit for people who are vulnerable or at risk of being disconnected by their energy provider. They can help raise complaints with your energy provider.

www.ehu.org.uk

Call the Citizens Advice Extra Help Unit on 0808 223 1133

Loans and grants to maintain your home

There are a number of loan and grant schemes available to help home-owners maintain their homes. This includes the Disabled Facilities Grant, home improvement loans and grants to repair your heating.

www.lewes-eastbourne.gov.uk/housing/private-housing/apply-for-a-grant-or-loan

Citizens Advice - other grants and benefits to help you pay your energy bills

Citizens Advice have information about other grants and benefits to help pay your energy bill. This includes Winter fuel payment, Warm Home Discount, Grants to help pay off your energy debts and Cold Weather Payments.

www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills

Phone Citizens Advice on **03444 111 444**.

Make heating your home more efficient

Warmer Sussex offer help improving your home to make it more energy efficient and make better use of sustainable energy.

www.warmersussex.co.uk

Phone Warmer Sussex on 0330 223 5755

Advice on reducing energy use at home

The Energy Saving Trust offer help to save money on bills at the same time as reducing your carbon footprint.

energysavingtrust.org.uk/energy-at-home

Phone Simple Energy Advice on 0800 444 202

The British Gas Energy Trust is an independent charity set up to support families and individuals facing financial hardship and energy debt. You do not need to be a British Gas customer to access help.

britishgasenergytrust.org.uk

Phone British Gas Energy Trust on 0121 348 7797

Green Homes Grant – apply by 31 March 2022

We are strongly encouraging home owners and private tenants to check if they are eligible for a green Homes Grant. These grants help your home be warmer, reduce carbon emissions and cost less.

The deadline for applications is 31 March 2022.

The scheme is delivered by Warmworks on behalf of the councils and funded by central government.

The scheme offers a wide range of insulation measures, and renewable heating technologies, such as air source heat pumps, which are designed to reduce the impact of heating homes upon the environment.

Find out if you are eligible by completing this a short application form:

www.lewes-eastbourne.gov.uk/eastbourne-borough-council-news/new-initiative-to-help-eastbourne-homes-be-warmer-greener-and-save-on-fuel-bills-this-winter

Phone Warmworks free of charge on 0808 196 8255.

Help with water bills

Southern Water has set up a Customer Hardship Fund to help their customers in financial difficulty to reduce their water your bills or write-off debt.

There are three different types of support available:

- Up to 50% one-year bill reduction for customers hit temporarily by hard times
- Debt write-off of up to £2,000 for customers who have managed to get back on track with payments but will never be able to repay their debt
- A grant of up to £1,000 to make improvements to a customer's home

To find out more including who is eligible for help visit:

www.southernwater.co.uk/customer-and-community-grants/customer-hardship-fund

Phone Southern Water on 0330 303 0368.

Help if you are struggling to afford food

If you are finding you can't afford food there is a range of support available through local authority and community services.

www.lewes-eastbourne.gov.uk/community/help-if-you-are-struggling-to-afford-food

Help if you are struggling to pay your Council Tax or need to claim Housing Benefit

Depending on your circumstances, you may be eligible to claim Housing Benefit or a reduction on your Council Tax.

www.lewes-eastbourne.gov.uk/benefits-and-grants/how-to-claim-housing-benefit-or-council-tax-reduction

Exceptional hardship payments

The exceptional hardship payment fund has been set up to support our most vulnerable customers who have seen a reduction in the Government support which helped to pay their Council Tax liability or are suffering financial hardship due to unforeseen circumstances. Find out more at:

www.lewes-eastbourne.gov.uk/council-tax/council-tax-exceptional-hardship-payments

Help if you might get evicted

Discretionary housing payments (DHPs) help those who are in receipt of housing benefits or the Housing Element of Universal Credit (UC) to meet the cost of their rent. This is normally awarded where there is a shortfall between the eligible rent and housing benefit or UC. Find out more at:

www.lewes-eastbourne.gov.uk/benefits-and-grants/discretionary-housing-payments

Help with money and debt

If you are struggling with managing your money, debt or the causes of debt, there are several organisations that can help guide you.

www.lewes-eastbourne.gov.uk/benefits-and-grants/help-with-money-and-debt

To provide a correction or update to this information please email:
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