



PRESS RELEASE

14th February 2022

As energy prices soar, we at Citizens Advice know how worrying this is. We share some ways that may help you to reduce your bills.

Talk to your energy supplier If you're in debt to your energy supplier, there are grants to help you pay it off. If you can't afford to top up your prepayment metre, you could get temporary credit from your energy supplier.

Seek advice about switching your energy supplier Because many energy companies are struggling, you won't find as many tariffs as normal. If you don't find a better tariff than the one you're on, it's probably better to wait until deals are available again.

Contact Better Housing Better Health: This service gives you access to impartial energy advice and free home energy visits. People who need it most could get extra support for energy improvements and fuel poverty grants. Call **0800 1070044**

Emergency assistance to fix boilers - ECHO (Emergency Central Heating Offer) is a scheme that offers emergency assistance to fuel poor or vulnerable households to repair or replace broken or condemned boilers. Call **01372 738952**

Send your energy reading to your supplier in March As prices are due to rise in April, make sure your energy supplier has your latest reading.

See if you are eligible for these benefits:

- **Warm Home Discount:** Gives you £140 off your electricity bill if you're on a low income. If you get the guaranteed element of pension credit, an automatic discount should be applied. Check with your supplier to see if they offer the Warm Home Discount as not all of them do.
- **Winter Fuel Payment:** An annual one-off payment to help you pay for heating during the winter. You can usually get a Winter Fuel Payment if you were born on or before 26 September 1955. If you're eligible, you should get this automatically. However, if you think you're eligible and have not been receiving it you can contact the Winter Fuel Payment Centre. Call: **0800 731 0160**

Contact Citizen Advice West Oxfordshire for advice on 0808 278 7908 or [Chat](#) or call one of our energy advisers on 0808 223 1133.

Ends.

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

- The four Citizens Advice West Oxfordshire, Oxford, North Oxfordshire and South Northamptonshire and South Oxfordshire and Vale of the White Horse all exist to provide free, confidential, independent advice in Oxfordshire and they are all members of Citizens Advice, the national charity
- For Citizens Advice general local free telephone advice, visit www.caox.org.co.uk.
- Citizens Advice Free phone Adviceline 0800 144 8848 and Textphone: 0800 144 8884
- Citizens Advice in Oxfordshire are supported by more than 670 trained volunteers and 52 paid staff working across 14 advice centres. In the last year, we helped 27,000 people across Oxfordshire with 78,000 issues.
- Citizens Advice is made up of the national charity Citizens Advice; the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
- Citizens Advice helped 2.7 million people face to face, over the phone, by email and web chat in 20-21. We had 3.5 million visits to our national website. For full service statistics see Citizens Advice monthly publication [Advice Trends](#).