



# Derby Home Energy Advice Service (DHEAS) Scheme Sheet

## Home Energy Schemes for Derby City Residents – 26 June 2013

Scheme name and details	Contact Details
<p><b>The Green Deal and Energy Company Obligation</b> The Green Deal provides finance to carry out home energy efficiency improvements which are then repaid through the energy bill. This charge is attached to the electricity meter and remains with the property even when there are new occupants. The 'Golden Rule' makes sure that any charge must be less than the expected savings from the home energy saving improvements. There is also help available through the Energy Company Obligation for more expensive improvements, such as solid wall insulation.</p> <p><b>How the Green Deal works</b> You may be able to make energy-saving improvements to your home or business without having to pay all the costs up front through the Green Deal. Energy-saving improvements may include:</p> <ul style="list-style-type: none"> <li>• insulation – such as loft or cavity wall insulation</li> <li>• heating</li> <li>• draught-proofing</li> <li>• double glazing</li> <li>• renewable energy technologies – such as solar panels or wind turbines.</li> </ul> <p><b>There are four main stages:</b></p> <ol style="list-style-type: none"> <li>1. Get an assessment of your property to see what improvements you are able to make and how much you could save on your energy bills.</li> <li>2. Choose a Green Deal provider to carry out the work. You discuss with them what work you want done and whether the Green Deal is right for you.</li> <li>3. If you go ahead with the improvements you must sign your Green Deal Plan - this is a contract between you and the provider stating what work will be done and how much it will cost. The provider will then arrange for a Green Deal installer to do the work.</li> <li>4. Once the work is done, you'll pay off the money in instalments through your electricity bill.</li> </ol>	<p><b>Green Deal Energy Saving Advice Service</b> on 0300 123 1234</p> <p><b>Green Deal Assessors</b> <a href="http://www.greendealorb.co.uk">www.greendealorb.co.uk</a></p> <p><b>Department of Energy and Climate Change:</b> <a href="http://www.gov.uk/green-deal-energy-saving-measures">www.gov.uk/green-deal-energy-saving-measures</a></p>
<p><b>Energy Company Obligation – Heating</b> If you own your home or rent privately you may be able to get help from the main fuel suppliers to repair or replace your heating. You must be in receipt of certain income or disability benefits or credits to qualify.</p>	<p><b>Contact your fuel supplier or the Green Deal Energy Saving Advice Service</b> on 0300 123 1234</p>

<p><b>Warm Home Discount Scheme</b> In 2013/14 the main fuel suppliers in England are giving a rebate of £135 off the electricity bills of all householders 75 or over and getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit) or under 75 and only getting the Guarantee Credit element of Pension Credit. Some of the fuel suppliers also offer this payment to other vulnerable low income customers receiving certain income or disability related benefits.</p>	<p>For further information contact your <b>fuel supplier</b> directly.</p> <p><b>Warm Home Discount Scheme website:</b>  <a href="http://www.direct.gov.uk/">www.direct.gov.uk/</a></p>
<p><b>Winter Fuel Payment</b>  A payment of between £100-£300 (for winter 2012/2013) for people aged 60 or over, to help with their fuel bills over winter.</p>	<p><b>Winter Fuel Payments</b>  Helpline 08459 151515  <a href="http://www.direct.gov.uk">www.direct.gov.uk</a></p>
<p><b>Energy Company Trust Funds</b></p> <ul style="list-style-type: none"> <li>• British Gas/Scottish Gas (British Gas Energy Trust) – One off payments for household bills/arrears or essential appliances</li> <li>• EDF – One off payments for household bills / energy arrears or essential appliances</li> <li>• E.ON (Caring Energy Fund) – Essential appliances, heating repairs/boiler replacement, energy efficiency measures/advice</li> <li>• SSE (Energy Plus Care) – Essential appliances and heating repairs or boiler replacement</li> <li>• Npower (Energy Trust replaces First Step Fund) – Managed by Charis Grants and provides financial assistance</li> <li>• ScottishPower Energy Peoples Trust – Priority is given to projects aimed at helping families with young people.</li> </ul>	<p>01733 421060</p> <p>01733 421060</p> <p>0800 051 1480</p> <p>0800 300 111</p> <p>01733 421060</p> <p>0141 568 3492</p>
<p><b>Compare gas and electricity prices</b>  Up-to-date information on the best prices for gas and electricity. Save money by switching to the cheapest provider in your area. Also gives green tariff information.</p>	<p><b>Energyhelpline</b> 0800 074 0745  <a href="http://www.energyhelpline.com">www.energyhelpline.com</a>  <b>Uswitch</b> 0808 178 3492  <a href="http://www.uswitch.com">www.uswitch.com</a></p>
<p><b>Consumer Futures (new name for Consumer Focus)</b>  Consumer Futures provides information on energy suppliers and gives clear, practical guidance on issues such as switching fuel suppliers, complaints and other enquiries.</p>	<p><b>Consumer Futures</b>  <a href="http://www.consumerfutures.org.uk">www.consumerfutures.org.uk</a> or  call 08454 04 05 06</p>
<p><b>Advice from Citizens Advice</b>  Provides self-help information on a wide range of issues including advice on energy supplier complaints, enquiries and fuel debt.</p>	<p><b>Advice from Citizens Advice</b>  08454 04 05 06  <a href="http://www.adviceguide.org.uk/">www.adviceguide.org.uk/</a></p>
<p><b>Derby Advice</b>  Free, confidential advice about benefits and fuel debt.</p>	<p><b>Derby Advice</b> 01332 643394  Monday to Friday 1pm - 4pm</p>
<p><b>Council's Home Improvement Agency</b>  Help with selecting tradesmen, obtaining quotes, and impartial technical advice. Funding for minor home repairs may be available if over 60 and Handy Person Scheme to help with minor jobs.</p>	<p><b>Home Improvement Agency</b>  01332 640134</p>
<p><b>Age UK Derby and Derbyshire Business Directory</b>  The Directory helps find reputable trades people that work in the area.</p>	<p>Contact the <b>Age UK Derby and Derbyshire Business Directory</b> on 0800 011 4643.</p>
<p><b>Derby City Council's Trader Scheme 'Buy with Confidence'</b>  Buy with Confidence is an up-to-date list of builders, plumbers, gardeners, painters, electricians and other types of businesses. All the businesses on Buy with Confidence have been visited and checked by Derby City Council's Trading Standards.</p>	<p>Contact <b>Buy with Confidence</b> on 01332 642424  <a href="http://www.buywithconfidence.gov.uk">www.buywithconfidence.gov.uk</a></p>
<p><b>Feed in Tariff Scheme</b>  Householders who install electricity generating technologies, such as solar panels, can claim payments for the electricity they produce.</p>	<p>For further information:  <a href="http://www.energysavingtrust.org.uk">www.energysavingtrust.org.uk</a></p>
<p>It is always advisable to obtain more than one quote when doing any work in the home.</p>	
<p>Every effort has been made to ensure that all the information is accurate at the time of print (<b>26 June 2013</b>). If you have any queries, please contact a Home Energy Advisor on our advice line: <b>01332 640810</b>.</p>	
<p><b>Home Energy Advice Helpline 01332 640810</b>  <b>Derby City Council, The Council House, Corporation Street, DE1 2FS.</b>  ✉ <a href="mailto:Energy.AdviceTeam@derby.gov.uk">Energy.AdviceTeam@derby.gov.uk</a>  Web: <a href="http://www.derby.gov.uk/homeenergyadvice">www.derby.gov.uk/homeenergyadvice</a></p>	