

FUEL (GAS AND ELECTRICITY)

British Gas/Scottish Gas Energy Trust

You must be a domestic customer of British Gas or Scottish Gas. You can apply for help with arrears of domestic gas/electricity charges and other essential domestic bills and costs. You can get more information and an application form from the Advice Centre (01279 446622) or the website at

www.britishgasenergytrust.org.uk

Energy Helpline and Energywatch

Both organisations run free internet price comparison services for UK gas and electricity suppliers. They carry out on-line calculations to show you how much you could save by changing to a new supplier.

www.energyhelpline.com or www.energywatch.org

You can use the Advice Centre User Room (01279 446622) to access these internet services but you will need to bring information with you about how much fuel you use, preferably over the past 12 months.

Energywatch also produces a leaflet on Free Services for all domestic gas and electricity consumers who are of pensionable age or have a disability or have hearing or visually impairments or have long-term ill health. The leaflet explains what free services are on offer e.g. gas safety checks and the password protection scheme. You can download the leaflet from the above website or call Energywatch.

08459 06 07 08

18001 0845 906 0707 RNIB Typetalk

Gas and Electricity Credit Cards

To obtain a gas or electric credit card, you need to contact whichever company is supplying the fuel. This information should have been provided in the letter you received when you signed up with your supplier. If you phone, you will be asked for your full address or account reference number. You can make payments on these fuel credit cards at local PayPoint outlets. You get a receipt for every payment you make and your customer account is credited the next working day.

Website: www.paypoint.co.uk

Paypoint Outlets in Harlow

CM17 postcode area

01279 427112 Co-op Group, 31 London Road, Old Harlow

01279 427289 Somerfield Stores, 21 High Street, Old Harlow

CM18 postcode area

01279 424492 Co-op Group, 1 Long House, Bush Fair

01279 424467 Co-op Group, 1 Manor Hatch

01279 426925 Gibb News, Bush Fair

01279 431009 Paringdon Stores Ltd., 1 Maunds Hatch

01279 431051 Premier Convenience Store, 1-2 Sherards Hatch

01279 635122 Thresher Group, Staple Tye Centre

CM19 postcode area

01279 418970 Londis, 19 The Stow

01279 444843 Pollymore Trading, D2 The Seedbed Centre

01279 418940 Roy's Convenience Store
01279 424013 SK News, Broadley Road

CM20 postcode area

01279 426206 Choc N News, 3 Market House
01279 421859 Co-op Group, 5-7 Colt Hatch
01279 425604 Newswell Newsagents, 6 Terminus Street

Insulation grants

Warm Front grants are available to people who are on certain benefits and own their own home or rent it from private landlord. If you are not sure whether you are entitled to a Warm Front Grant, call their Benefit Entitlement Check Team free on 0800 072 9006, weekdays 9am to 5pm.

You could receive a combination of insulation improvements (loft insulation, draught proofing, cavity-wall insulation and hot-water-tank insulation) and heating improvements (gas, electric or oil central heating, repairs to your existing heating system and conversion of solid-fuel open fires to glass-fronted fires). Some homes that need oil central heating may receive a higher grant. If you have received a grant before, you may qualify for extra insulation and heating work, depending on what your original grant covered.

To apply for a grant, ring the following number weekdays 8am to 6pm.

0800 316 6011

Website: www.eaga.co.uk

Winter Fuel Payments

You will probably qualify for this if, on a certain date in September of that year, you were aged 60 or over and normally resident in the UK. Contact the Winter Fuel Payment Helpline.

08459 15 15 15

0845 601 5613 Textphone users

Website: www.thepensionerservice.gov.uk/winterfuel