

# Need help with your energy bills?



The rise of energy prices globally is increasing many people's energy bills and we know this can be extremely stressful for you. If you're worried about missing gas or electricity payments, contact your supplier first. They must arrange a payment plan you can afford and will help you get back on track.

Not sure who your supplier is? Visit

<https://www.ofgem.gov.uk/information-consumers/energy-advice-households/finding-your-energy-supplier-or-network-operator>

If you cannot come to an agreement with your supplier or find that you are still struggling with your energy bills, there is information below on where you can get help and grants/schemes you may be eligible for.

Visit **South Yorkshire Energy Centre** for:

- Support on energy bills including finding the best deal and switching supplier, help with energy debt and issues with suppliers
- Information on making homes warmer, more comfortable and energy efficient
- Advice on grants and services available

## Where?

Heeley City Farm, Richards Road, Sheffield, S2 3DT

## When?

Tuesday, Wednesday, Thursday 11am to 3pm

Alternatively, contact energy adviser Sharon Smith to book an appointment:

[Sharon.syec@heeleyfarm.org.uk](mailto:Sharon.syec@heeleyfarm.org.uk)

0114 303 9981

For help on managing your energy bills and keeping warm at home, check out this **home energy checklist**:

<https://www.nea.org.uk/wp-content/uploads/2021/06/HOME-ENERGY-CHECK-LIST.pdf>

This contains information on:

- Maximising your income by ensuring you are claiming the correct benefits
- Discounts and payments you may be eligible for e.g., **Warm Home Discount, Winter fuel payment**
- Ensuring you are getting the best deal for your energy
- Making your home energy efficient

If you require this checklist in a different language, visit

<https://www.nea.org.uk/advice-support/information-leaflets/>

Apply for the **Local Assistance Scheme** if you:

- Are over 16
- Are a Sheffield resident
- Have insufficient income to meet your needs

For more information, visit:

<https://www.sheffield.gov.uk/home/benefits/local-assistance-scheme>

You may also be eligible for the **Household Support Fund**. This is for Sheffield residents who are struggling to afford food and other essentials including gas and electricity.

For more information:

- Call the Community Support Helpline on 0114 273 4567
- Or email [communitysupporthelpline@sheffield.gov.uk](mailto:communitysupporthelpline@sheffield.gov.uk) leaving your name and contact number

### **Extra support if you are struggling financially and with your mental wellbeing**

MoneySavingExpert have a free, downloadable booklet on money and mental health. It covers how to handle debts when you're unwell, working with banks, free debt counselling, tips for people with bipolar disorder and depression, whether to declare a condition, and more. □

<https://www.moneysavingexpert.com/credit-cards/mental-health-guide/>

If you're feeling very low or suicidal because of your money worries, you need to talk to someone now. Give the Samaritans a call on 116 123 free of charge. If you are in immediate danger, call 999.