

## Get in touch

Call us to get advice on:

**01727 811118**

We'll arrange for someone to call you back to find the most appropriate way for us to help you.

### **Our opening hours:**

Monday to Thursday 10am to 4pm

Friday 10am to 1pm

Call us with RelayUK if you can't hear or speak on the phone:

**relayuk.bt.com**

If you can't access us by phone:

### **Drop in: 10am to 1pm**

The Hub, Civic Centre, St Peter Street  
(next to the Alban Arena)

Visit our website to chat to an adviser online, or email us:

**citizensadvicestalbans.org.uk**

Our website can be read in over 100 languages. On our homepage, find the language you need in the drop down menu.

## Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

At Citizens Advice St Albans, we can work with you to sort out any debt worries and help you claim the benefits you may be entitled to. We can help with housing and employment problems, or deal with queries about consumer or tax issues. We can advise on family and personal matters too.

**citizensadvicestalbans.org.uk**



**@CAStalbans**

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# Help with energy costs

## Benefits and grants to support you



**citizens  
advice**

**St Albans  
District**

## Benefits to help you pay your energy bills

- Warm Home Discount, £150

This is a discount on your bills. You can get this if you're getting the guarantee credit part of Pension Credit or you're on a low income.

[gov.uk/the-warm-home-discount-scheme](https://gov.uk/the-warm-home-discount-scheme)

- Winter Fuel Payment, up to £600 (2022 specific rate)

This is an annual one-off payment to help pay for heating during winter. You should get it automatically if you're receiving your State Pension and live in the UK. Call 0800 731 0160, or visit:

[gov.uk/winter-fuel-payment/how-to-claim](https://gov.uk/winter-fuel-payment/how-to-claim)

- Cold weather payments, £25 each

These can be claimed if the temperature is below zero for 7 consecutive days and you're claiming certain benefits. For more information, visit:

[gov.uk/cold-weather-payment](https://gov.uk/cold-weather-payment)

For lots more energy advice, visit:  
[citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

## Benefits to help you pay your energy bills

- Disability Cost of Living payment, £150

This is a one-off payment you can get if you're receiving certain benefits like Attendance Allowance, Personal Independence Payment or Disability Living Allowance.

- Cost of Living Payment, £650

This is a payment in 2 parts. You'll get it automatically if you're getting certain benefits, including Universal Credit, Income Support, Working Tax Credit, Child Tax Credit, Pension Credit and Job Seeker's Allowance.

- Energy Bills Discount, £400

This is a payment made to all households from October 2022, in 6 instalments. You don't need to apply for it or supply your bank account details.

Find out more about government support with the cost-of-living crisis and how these payments will be made here:

[helpforhouseholds.campaign.gov.uk](https://helpforhouseholds.campaign.gov.uk)

If you're behind with your bills, there's help available. We can help you make a payment plan or apply for grants.

## Grants for costs and repairs

Boiler Grants will search for boiler and insulation grants relevant to your situation. For more information, visit:

[boilergrants.info](https://boilergrants.info)

Energy Companies Obligation Schemes (ECO) cover boiler repair or replacement, cavity wall insulations, solid wall and loft insulation. To find out more contact your energy provider. If you search for your provider's name + ECO, they may have a dedicated phone number with shorter waiting times.

Turn2us have a search engine that helps you find available grants:

[grants-search.turn2us.org.uk](https://grants-search.turn2us.org.uk)

If you live in the St Albans district and are over 60 the St Albans Old Peoples Trust may be able to help with utility bills, boiler servicing and in a number of other ways. Call 01727 260701 for more information, or visit their website:

[oldpeoplestrust.org.uk](https://oldpeoplestrust.org.uk)

If you need help getting online, you can use the computers in the Civic Centre Reception Area during our opening hours.