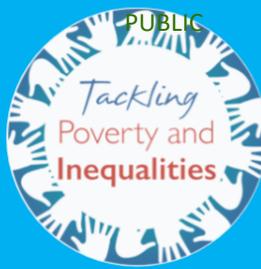


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Energy Advice

With winter fast approaching and energy prices at an all-time high, we know many people will be struggling and worried about how they will cover the costs of heating their homes this winter.

In this factsheet we will provide details of where you can go to get support and advice.

Dumfries and Galloway Citizens Advice Service

The services specialist advisors provide assistance and advice on fuel poverty as well as many other situations individuals and families may face, they offer:

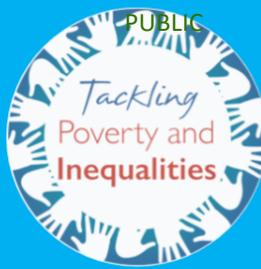
- support to those at risk of fuel poverty
- support to tenants of private rental accommodation at risk of fuel poverty
- support to those in short term homeless accommodation or in refuge facilities at risk of fuel poverty
- help in significantly reducing utility bills and ensuring that you can access lower monthly bills moving forward
- provide benefit advice and financial assessment which may help towards making fuel payments
- advise which benefits you and your family may be eligible for
- help you to maximise your income
- assist you in completing forms.

You can call them on - 0300 303 4321 or check out their website for more information - [Dumfries and Galloway Citizens Advice Service](#)

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Home Energy Scotland

Home Energy Scotland is an advice service funded by the Scottish Government and managed by Energy Saving Trust. People living in Scotland can get advice about:

- creating a warmer, more energy efficient home
- reducing energy bills
- exploring greener energy options like home renewable
- greener travel options like electric bikes and cars
- financial support for all of the above, including grants and 0% loans

You can call them on 0808 808 2282 or check out their website for more information – [Home Energy Scotland](https://www.homeenergyscotland.org.uk/)

Cunningham Housing Association – Lemon Aid Fuel Poverty Service

Lemon Aid Fuel Poverty Service aims to address fuel poverty experienced by the most vulnerable residents in North and East Ayrshire and Dumfries & Galloway. The teams work on a one-to-one basis directly with clients and deliver a holistic 360-degree service working with established partners in care, support, and financial inclusion and looking at all aspects relating to energy and fuel poverty.

The teams of advisors provide:

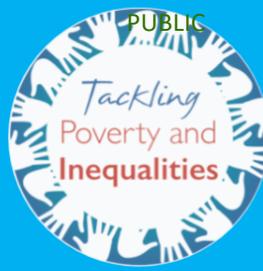
- Advice to vulnerable residents experiencing or at risk of fuel poverty providing them with a full range of advice
- A hand holding fuel switching service to break through the fear of switching that many vulnerable and fuel poor tenants have and secures cheaper tariffs and genuine financial savings for fuel poor households
- Advocacy services including negotiating with energy suppliers and other agencies to write off debts and secure grants and other resources to maximise disposable income

The teams target fuel poor households in North and East Ayrshire and Dumfries & Galloway – with many also experiencing issues such as debt problems, poor mental or physical health, homelessness, chaotic lifestyles, addiction problems and tenancy sustainment issues.

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The advisors provide a comprehensive service including:

- gathering information in relation to energy use and cost
- advocating on behalf of clients to obtain grants,
- securing debt write off,
- negotiating meter exchanges,
- resolving incorrect billing,
- obtaining refunds from suppliers, reconnecting those who have self-disconnected from supply due to inability to pay bills,
- securing Warm Homes Discounts and
- enabling switching to new suppliers to secure deals on tariffs

Please contact the Lemon Aid Team on 0800 221 or visit their website for more information – [Lemon Aid Project](#)

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