



Challenge Poverty Week 2021

Friday 8th October 2021

Tackling Fuel Poverty in Dumfries and Galloway

Are you worried about increasing energy costs with the winter months fast approaching? We know that due to the loss of the Universal Credit Uplift combined with the predicted increase in gas prices, that more people than ever may be worried about fuel costs.

There are a range of support mechanisms and organisations available to help anyone who is struggling to heat their home and may be worried about the future costs and how to cover these:

The Scottish Government-Additional Winter Payments

Depending on your circumstances, you may be eligible to receive additional benefits during the winter months. Details on the various payments and schemes available can all be accessed through the Scottish Government website:

- [Winter Fuel Payment](#)
- [Cold Weather Payment](#)
- [Warm Home Discount Scheme](#)

Where to get Help and Advice

Dumfries and Galloways 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.

Call: 0300 303 4321

Website: [Dumfries and Galloway Citizens Advice Service](#)

DAGCAS Private Rental Tenants Fuel Top Up Scheme

In addition to all of the above, Dumfries and Galloway Citizens Advice Service also offer a Fuel Top Up Scheme to Private Rental Tenants.

You need to be referred either direct at one of our offices or through one of our referral partnership agencies, which include:

Dumfries & Stewartry Women's Aid
Independent Living Support (ILS)
Kate's Kitchen
First Base Agency
Wigtownshire Women's Aid
Eligibility criteria applies.

For more information, please contact Dumfries & Galloway Citizens Advice Service by phone on 0300 303 4321, email on info@dagcas.org or by logging onto www.dagcas.org

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

Call: 0808 808 2282.

or complete an [online contact form](#).

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.

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 Cunningham Housing Association on 0800 221 8089 for more details or e-mail on dumfries@chaltd.org for more details.

Dumfries & Galloway Council - Contact us

Our Benefit Advice and Financial Assessments Team can support residents **over 60** years of age in completing a benefits overview, which may help to cover fuel bills. The Team can advise you which benefits you and your family may be eligible for and maximise your income. They can give you more information and help you fill in forms:

Call: 030 33 33 3008

Email: fiatreferrals@dumgal.gov.uk

Funding

Covid 19 Emergency Fuel Top Up Funding for Tenants

We are working in partnership with the following registered social landlords within our region throughout the Covid 19 pandemic, to supply top up payments to any of their tenants who are struggling to cover their energy costs at this time.

If you are a tenant of one of our Registered Social Landlords contact them directly and they will be able to help you with additional support at this time to top up your meters or provide help with your energy bills.

- [Dumfries and Galloway Housing Partnership](#)

- [Loreburn Housing](#)
- [Irvine Housing](#)