

YOUR ENERGY BILLS: USEFUL INFORMATION

Sign up to the Priority Services Register:

If you would like to have access to additional services from your energy supplier, you can sign up to the Priority Services Register through your current provider. You can also ask your supplier to forward your details to your network operator if you must have an energy supply at all times for medical reasons. The main benefits for those who need power and water for medical needs are:

- Notice of planned power cuts or water supply issues
- Priority support in an emergency.

Visit ofgem.gov.uk/get-help-your-supplier-priority-services-register for more detailed information.

Worried about paying energy bills:

If you are worried about your ability to pay, speak to your energy supplier as soon as you can.

More detailed advice can be found at

citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/.

Meet Up, Warm Up, Charge Up:

During emergency situations WARM HUBS are offering local support.

Visit <https://www.epsom-ewell.gov.uk/warm-hubs>

Personal power pack supply:

We know people use portable power packs when travelling or camping and it might be something you already have. Make sure you do your research to find out what kind of equipment will suit your needs. Domestic portable power packs/batteries are available from various outlets. We hope you don't need one but if you do decide to buy one please make sure they have the following specifications: 230V with AC output and accommodate a UK 3-pin plug. These need to be charged but not left on all the time as this will cost more.

Do you have an old fashioned radio?

One that uses batteries rather than plugging into the power supply? During bad weather conditions support information is usually broadcast on local radio stations. A battery-operated radio can help you stay updated.

USEFUL LINKS

gov.uk/guidance/cost-of-living-payment for information about cost of living payments from the Government. Payments will be dependent on the type of benefits you receive.

ageuk.org.uk is the UK's leading charity whose commitment is to "help every older person who needs us". They have a section on advice and further support to help with the cost of living.

carersuk.org making life better for carers.

You can download a PDF detailing the power consumption in kwh (kilowatt per hour) of electrical home appliances at qlabe.com.

