



## **Wake up to a warmer home with the Home Heat Helpline Advice and benefits for disabled people**

### **Why worry?**

If you are disabled and are worried about your heating bills, you are not alone. However, it is never too late or too early to prepare for the winter months and find out how to save money on heating your home. This guide tells you how the Home Heat Helpline, a free advice line for people worried about their fuel bills, can help you.

### **What am I entitled to?**

If you're receiving benefits such as the disability living allowance or council tax benefit, you may be eligible for additional grants to insulate your house and improve your home's energy efficiency. In addition, energy suppliers may have special tariffs to help those in financial difficulties pay their bills, rather than getting into debt. If you are visually impaired, bills and advice are available in large font, Braille or as 'talking bills'. And if you have manual dexterity problems you may benefit from specially adapted controls for some of your household appliances. You can also ask to be put on the Priority Service Register, which gives free access to a range of services designed to make your life easier. It makes sense to find out about the services that you're entitled to.

## **What can I do?**

Your first step is to call the Home Heat Helpline on 0800 33 66 99. The Helpline is staffed by experts who can help you find information on grants to insulate your home or install new heating. They can also help you cut down on your bills by saving energy around the house and applying for grants from the government and from energy suppliers. If you have a question about staying warm or paying your gas and electricity bills, the helpline can put you in touch with somebody who can help.

The advice they can provide about getting insulation fitted for your loft or walls, installing double glazing and replacing your central heating system, can cut your bills and make sure you can stay warm through the winter. If you know anyone who might go cold this winter, you can help them by visiting them to check that they are keeping warm. You can also call the Home Heat Helpline on their behalf for advice, or give them a copy of this guide. Download extra copies from our website at :

[www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk)

**This guide is available in other languages, Braille and as an audio book - call the helpline to find out more**

**0800 33 66 99**

**Minicom: 0800 027 2122**