



Get your bills under control with the Home Heat Helpline Advice and benefits for young families

What can I do?

The first step is to call the Home Heat Helpline for free on **0800 33 66 99**. It is staffed by experts who can give advice on grants and how to save money on your heating bills by making your home more energy efficient.

What is the Helpline?

The Home Heat Helpline is a free, central phone number offering practical advice for people concerned about paying their energy bills. The Helpline is staffed by specially trained advisors. It is **open from 9am to 8pm Monday to Friday** and **10am to 2pm on Saturdays**. You can access the Helpline by calling 0800 33 66 99 or by **minicom on 0800 027 2122** and the Helpline has access to an interpreting service.

Hints & Tips

Thinking about insulating your home?

- Insulating a loft with no insulation at all with 270mm of new insulation could save up to £175 a year*
- Topping up your loft insulation from 100mm to 270mm could save around £25 a year*
- Around 33% of the heat lost in your home is through the walls, so insulating them can be the most cost-effective way to save energy in the home. Cavity wall insulation could save up to £135 a year*

Staying warm

- Draw curtains over windows at night to provide insulation for the room
- Keep outside doors shut and block up obvious draughts (including the letterbox)
- Move furniture away from radiators and heaters to allow heat to circulate around the room
- Open internal doors of any rooms which get more sun than others and let the warm air travel around your home

Why call now?

If you are worried about your heating bills you are not alone. But it is never too late or too early to prepare for the cold weather. By calling the Home Heat Helpline now you can access advice and grants to insulate your home for free in time for the winter to come.

What am I entitled to?

If you're receiving benefits such as child tax credit or income-based jobseeker's allowance, you may be eligible for additional grants to insulate your house and improve your home's energy efficiency. In addition, energy suppliers have money put aside to help those in financial difficulties pay their bills. If you have a young family, or are bringing up children on your own, there are special grants and services available to make sure your family doesn't go cold over the winter. You can also take advantage of tips to improve energy efficiency and reduce your bills. It makes sense to find out about and benefit from services that you are entitled to.

Simple steps to reduce your bills

- Turn radiators down in rooms which you only use occasionally
- Switch your lights off when you're not using them
- Turn appliances like TVs and phone chargers off at the wall rather than leaving them on standby when they're not being used
- Replace normal light bulbs with energy efficient bulbs which use 1/5 of the electricity. They may cost a little more, but they soon pay for themselves
- Regularly defrost your freezer to make sure it's operating at full efficiency

*According to the Energy Saving Trust. Based on a typical three-bedroom semi-detached gas heated house, with an average gas price of 4.49p/kWh and electricity price of 14.39p/kWh; correct as of September 2011 and valid for 2011-12.