

## Keep Shropshire Warm – Autumn 2020 Update

### Coronavirus

We are continuing to provide our free and impartial advice and support on a range of energy topics. There may be changes to how advice is given, with greater support by 'phone or through virtual alternatives to home visits. Any home visits or installations that are carried out will be done so in line with government social distancing guidelines.

### Warm Homes Fund

Funding is available to Shropshire residents to install **first time central heating** to vulnerable and low-income households. In urban areas, there is support available to help connect to mains gas, where possible, and install a gas central heating system. For rural homes off the gas network, options include the installation of LPG or renewable heating systems such as heat pumps.

Funding is available for homeowners and private tenants / landlords. Householders can qualify if:

- they receive certain benefits;
- they are on a low income and there is a vulnerability to the cold at home (e.g. due to old age, young children, existing health conditions or disability);
- they are on a low income and live in an inefficient (high energy cost) property.

*Shropshire nurse Claire recently benefited from the scheme, for further details click the link:*

<https://t.co/TrKDvtT82A?amp=1>

### Smarten Up, Power Down

If household income has taken a hit from the COVID emergency, there are some free grant-funded measures that can be installed in your home to cut your bills and save money in the long term. These include cavity wall and loft insulation, LED lightbulbs, tariff switching advice, smart heating controls and reflective radiator panels.

To take part occupants will need to be on the gas grid, financially impacted by the COVID pandemic and own or privately rent their home.

### Emergency Central Heating Help (ECHO)

Emergency funding is available to **replace broken gas heating systems** – where a vulnerable household is in a 'no-heat situation' – i.e. without working central heating. Target turnaround of 10 days between referral and install.

Applications accepted **ONLY** through Keep Shropshire Warm. Available to owner occupiers only.

### Pre-Payment Meter Vouchers

We have pre-payment vouchers that can be issued to residents who meet ALL of the following criteria:

- they have a pre-payment meter;
- they are experiencing increased vulnerability due to COVID; and
- they are at risk of self-self-disconnection.

The funding is **not being promoted to the general public and is strictly by referral only**. Please contact us if you want to register to be a trusted referral partner.

### Help with Fuel Bills

Most energy companies have now opened their **Warm Home Discount** schemes – offering a **£140 energy bill discount** to low income households. Criteria vary between suppliers but are generally focused on households in receipt of benefits or on a low income with a health condition or disability. Residents can get the full criteria and can apply through Keep Shropshire Warm.

We can also help with general billing concerns, pre-payment meters and changing tariffs.

### Benefits Checks

Working with Age UK and Citizens Advice, we can refer residents for a benefit check to help them access more energy grants and gain help with their bills.

### Contact Us

We accept referrals on behalf of residents, from friends, family and professionals – or residents can contact us directly. We can help with:

- Keeping warm at home
- Heating & hot water
- Insulation & heating grants
- Pre-payment meters
- Energy bills, tariffs & suppliers

**Tel: 0800 112 3743**

Email: [advice@mea.org.uk](mailto:advice@mea.org.uk)

Website: [www.mea.org.uk](http://www.mea.org.uk)

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