

- Energy saving pack;
- Easy referral to other support agencies and registration with E.ON's Priority Service Register.

To qualify you must be aged 60 or above and in receipt of Pension Credit. For more information contact **0800 404 6287**.

Scottish Power - Fresh Start

Features offered as part of tariff:

- The tariff offers consumers access to their current best tariff price which is equivalent to discount online direct debit rates;
- Benefits check to ensure consumers are claiming all the benefits for which they are eligible;
- Energy Efficiency Advice.

The tariff will be available to anyone who is over the age of 60 and in receipt of a social welfare benefit. For more information contact **0845 2700 700**.

Scottish and Southern Energy - Energyplus Care

Energyplus Care is a special tariff for existing consumers of Scottish and Southern Energy - you may know this company better by the names Southern Electric, Scottish Hydro Electric, or SWALEC.

Energyplus Care provides:

- Up to 20% discount on their current fuel prices, regardless of which payment method you use;
- Free energy efficiency advice to help save even more money on future bills;
- Free energy efficiency measures, from low energy light bulbs to a free fridge or a discounted fridge/freezer;
- Free benefit entitlement check.

You may qualify for Energyplus Care if you spend over 10% of your total household income on your energy bills. Eligibility is assessed using a simple questionnaire which is completed either over the phone or in person. If you believe you may qualify contact the Careline on **0800 622 838**.

**In association with Consumer Focus: www.consumerfocus.org.uk
Phone: 020 7799 7900**



0800 389 2258
Beat the Cold
www.beatcold.org.uk

Keep Warm, Keep Well Save Money

A list of social tariffs

What are Social Tariffs?

Energy providers may offer social tariffs to help their most vulnerable customers cope with the high costs of gas and electricity. And according to new Ofgem rules, all social tariffs must equal the supplier's cheapest deals.

British Gas Essentials Combined

British Gas' essentials tariff has been relaunched and now includes three different packages to assist specific customer groups.

The Social Tariff version called Essentials Combined is aimed at vulnerable and low income consumers.

The package includes:

- Customised customer services;
- Dedicated helpline
- Extra care flag
- Quality of life assessment

- Charity partner referrals;
- ESR assessment;
- Free insulation and CERT products;
- Account assessment;
- Benefits health check;
- Referral to Money Advice Trust/BGET.

To be eligible consumers must have an income of less than £15,000 per year and must be either on a non-means tested benefit, or be over 70 on pensions credit, or suffer from a terminal illness.

The tariff is equalised with British Gas' lowest tariff the dual fuel WebSaver 3. This means that it is on average 16% cheaper than the standard tariffs, and could save consumers an average of £188 per year. Phone **0800 072 7100** for more information.

EDF Energy - Energy Assist

Energy Assist is the social tariff from EDF Energy. It currently offers:

- Eligible consumers regardless of payment method are charged on the same tariff as direct debit customers, plus there is an annual discount of £75 for dual fuel customers (or £37.50 for single fuel customers);
- Free energy efficiency advice;
- Free or heavily discounted energy efficiency measures (e.g. insulation, draught proofing, light bulbs etc.)
- Free benefits entitlement check

To qualify you must be a customer of EDF Energy and spend more than 10% of your total net annual household income on annual household energy costs, or be in receipt of Income Support and/or receive Pension Credit benefits.

The 150,000 consumers signed up to the original Energy Assist will be transferred to the new tariff during May 2009. Electricity prepayment customers on Energy Assist will now be able to pay the correct prices using their meter rather than receiving a rebate, however prepayment gas consumers will continue to be sent rebates.

For further information on availability and eligibility criteria, please contact the EDF Energy Priority Services Team on **0800 269 450**.

npower - Spreading Warmth Tariff

The Spreading Warmth Tariff is npower's social tariff and is their cheapest tariff regardless of payment method. The tariff currently offers average annual savings compared to their standard prices of over 20% for the dual fuel cash/cheque and prepayment customer.

The eligibility for the tariff is that a customer has a gross annual household income below £13,500 and someone in the household is: 60 or over, disabled, chronically sick, or a child under 16.

npower will only sign up new customers to this tariff if they have been referred to npower by a third party like Beat the Cold. For more information phone Beat the Cold on **0800 389 2258**.

npower - First Step Scheme

npower's First Step Scheme offers advice and help if you're struggling to pay your npower bills. The scheme offers:

- Advice about paying npower bills.

First Step advisors will work with consumers on a one-on-one basis to help them manage their energy bills. The advisors will set up a payment plan that suits the consumers circumstances, and provide advice on how to save energy and money around the home.

Some consumers may be eligible for help from the **First Step Fund**, which could clear all or part of the debt owed. If eligible the debt will be placed on hold for an agreed period of time as long as the consumer commits to a payment plan and doesn't default on payments. After an agreed period of time (no less than six months) the First Step fund may write off all, or some, of a consumer's debt. If the consumer is in quite a lot of debt we may clear it in several instalments - as long as regular payments are maintained.

For more information contact the Warm Response Line on telephone **0808 172 6999**.

E.ON WarmAssist social product

- Up to 15% discount on standard electricity and gas prices;
- Energy efficiency audit;
- Energy efficiency measures including free installed cavity wall and loft insulation up to £370;
- Benefits check;
- Access to E.ON's Caring Energy Fund providing grants to install heating systems and the purchase of essential appliances;