

Free and impartial energy advice so people can afford to stay warm and healthy at home

What we help with:

- ⇒ Cold at home, high energy bills becoming unaffordable
- ⇒ Damp, mould, ventilation problems
- ⇒ Explaining complicated bills, resolving problems with energy suppliers
- ⇒ Making sense of heating controls
- ⇒ Choosing a better tariff
- ⇒ Fitting free basic energy saving measures
- ⇒ Access to grants for insulation or heating
- ⇒ Limited Crisis Fund available



Eligibility criteria

- ⇒ Long term, or cold-related, health condition
- ⇒ Over 65, or under 5
- ⇒ Low income, or benefits
- ⇒ Disability
- ⇒ Vulnerability
- ⇒ Anyone who feels they need help

Why refer to SDCE?

- ⇒ We're qualified and experienced
- ⇒ Our advice is completely free and impartial
- ⇒ We're GDPR compliant, and DBS checked
- ⇒ We're not-for-profit and local
- ⇒ We're thorough
- ⇒ We're connected
- ⇒ We care

Referral triggers - what you can look out for:

- ⇒ Lots of duvets and blankets
- ⇒ Damp or mould in the home
- ⇒ Cold or draughty house
- ⇒ Home in poor state of repair
- ⇒ Householder struggles to afford daily essentials
- ⇒ Householder living in one room to avoid heating whole house
- ⇒ Using room heaters instead of central heating

How we help:

- ⇒ Phone
- ⇒ Video call
- ⇒ Home visit
- ⇒ Email



How to refer:

- ⇒ Call: 0800 112 3044
- ⇒ Email: advice@sdce.org.uk
- ⇒ Form: www.sdce.org.uk/request-support