

### Energy Efficiency Factsheet

#### Free energy saving advice

The [Ofgem website](#) and [GOV.UK website](#) provide free, impartial information and guidance on how to save energy. The tips given on the websites are broken down into quick and free actions you can take to reduce your energy use and home improvements that can save money in the long term.

If you are a homeowner, you can also use an online service on [GOV.UK](#) to get recommendations for home improvements that could make your property cheaper to heat and keep warm. The tool may recommend schemes that can help you. For example, there may be schemes that can provide you with free installation of energy efficiency measures in your home. If you cannot access the tool online, you can call the Find Ways to Save Energy in Your Home service on **0800 444 202** (Monday to Friday 8am to 6pm and weekends 9am to 5pm).

#### Checking your boiler settings

If you have a combi-boiler, see [Nesta's Money Saving Boiler Challenge](#) for information on how you may be able to save money on your gas bills. The website provides a step-by-step guide on identifying whether changing the 'flow temperature' setting on your boiler may save you some money and gives instructions on how to change the setting.

#### Ten top tips for saving energy

Take a look at the Energy Saving Trust's [top ten tips](#) for saving energy to see if you can do anything else to lower your bills.

#### Useful contacts

##### Citizens Advice Website

How to make your home more Energy Efficient

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/make-sure-your-home-is-energy-efficient/>

[General advice regarding your Energy Supply](#)

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>

# Financial Resilience Programme



**Citizens Advice consumer helpline** A consumer helpline for if you need more help with an energy problem. Phone: 0808 223 1133 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Disability Energy Support** A free energy and water advice service for households where one or more disabled people live. Phone: 0808 801 0828 [www.scope.org.uk/disability-energy-support/](http://www.scope.org.uk/disability-energy-support/)

**Find Ways to Save Energy in Your Home** Free, impartial information and guidance for homeowners on how to save energy. Phone: 0800 444 202 [www.gov.uk/improve-energy-efficiency](http://www.gov.uk/improve-energy-efficiency)

**National Energy Action** A national fuel poverty charity that can provide advice and support if you are struggling to heat your home. Phone: 0800 304 7159 (Monday to Friday, 10am to 12pm) [www.nea.org.uk](http://www.nea.org.uk)

**Energy Price Cap explained** <https://www.ofgem.gov.uk/information-consumers/energy-advice-households/check-if-energy-price-cap-affects-you>

**St Helens Council Affordable Warmth Unit** <https://hia.sthelens.gov.uk/services/support-and-advice/affordable-warmth/>

**Energy Projects Plus** <https://www.epplus.org.uk/>

**National Debtline Factsheet** Dealing with High Gas and Electricity Bills  
<https://www.nationaldebtline.org/fact-sheet-library/dealing-high-gas-and-electricity-bills-ew/>



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