

## Useful Websites

[www.nea.org.uk](http://www.nea.org.uk) – National Energy Action (NEA) is the national charity which aims to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor and vulnerable.

[www.eas.org.uk](http://www.eas.org.uk) – Energy Action Scotland (EAS) campaigns for an end to fuel poverty in Scotland and is the only national body with this sole remit. Set up as a charity in 1983, EAS seeks to develop and promote effective solutions to the problem of cold, damp and expensive to heat homes

[www.ageuk.org.uk](http://www.ageuk.org.uk) – AgeUK works to promote the well-being of older people in supplying advice, information, lists of local news, events, policies, campaigns and links to various fact sheets.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) – Citizens Advice provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

[www.cse.org.uk](http://www.cse.org.uk) – The Centre for Sustainable Energy is an independent charity providing advice, training and managing projects to help people and communities find solutions to the threat of climate change, cold homes and fuel poverty.

[www.est.co.uk](http://www.est.co.uk) – Energy Saving Trust is a social enterprise with a charitable Foundation offering impartial advice to communities and households on how to reduce carbon emissions use water more sustainably and save money on energy bills.

[www.gov.uk](http://www.gov.uk) – Website for all government departments and many other agencies and public bodies. Provides information about benefits, pensions and national energy efficiency schemes.

[www.thewisegroup.co.uk](http://www.thewisegroup.co.uk) – The Wise Group is a social enterprise helping people gain new skills and get off benefits and into work, reducing reoffending, regenerating communities, working to eliminate fuel poverty and trying to create a greener society.

[www.scarf.org.uk](http://www.scarf.org.uk) – Scarf is a social enterprise, headquartered in Aberdeen, delivering services across the north east of Scotland focusing on fuel poverty, energy efficiency, sustainable living and carbon reduction.

## Useful Resources

The **Community Action Partnership (CAP)** was a programme delivered by National Energy Action (NEA) and British Gas in partnership with councils across the UK, aimed at delivering affordable energy improvements. The CAP website showcases some of the projects, as well as making their research and resources open to frontline workers to download. These can be found at:

<https://www.fuelpovertyresource.org.uk/>

The **Centre for Sustainable Energy** has produced a suite of around 50 simple and straightforward energy advice leaflets that cover insulation, household renewables, understanding your energy bills, heating systems and many other issues. They can be accessed at <https://www.cse.org.uk/advice/advice-and-support> and hover over the 'Advice and information for householders' menu to see a full list.

CSE have a number of videos which can be found at:

<https://www.cse.org.uk/resources/index/category:videos>

**Energy Action Scotland** has an Advisors Toolkit consisting of a number of factsheets which can be accessed at:

[http://www.eas.org.uk/sources\\_of\\_help\\_advisors\\_toolkit.php](http://www.eas.org.uk/sources_of_help_advisors_toolkit.php)

**National Energy Action** produces advice leaflets which can be accessed at:

<http://www.nea.org.uk/policy-and-research/publications/2015/information-leaflets>

### Useful Telephone Numbers

National Grid Gas Emergency ONLY	0800 111 999
National Grid General Enquiry Line	0845 835 1111
Gas Safe Register	0800 408 5500
Department of Business, Energy and Industrial Strategy (BEIS)	0300 060 4000
Energy Saving Advice Service	0300 123 1234
Citizens Advice consumer helpline	03454 04 05 06
Health & Safety Executive - Gas Safety Advice Line	0800 300 363
Home Energy Scotland Hotline	0808 808 2282
National Energy Foundation	0800 138 0889
NES (National Energy Services)	01908 672 787
NEST scheme (Wales)	0808 808 2244
Solid Fuel Association Helpline	0845 601 4406
Winter Fuel Payments	08459 151515

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