

Advisors Toolkit

Factsheet No 4.j

Revised 16 Jan 2020

Funds/Foundations/Trusts

Some energy companies have trust funds which aim to help customers who are in debt, or which may fund projects which provide support for the fuel poor.

Charis Grants administer a number of utility Trusts and Funds. Charis are making a number of changes to the way they operate. The majority of schemes they operate will be moving away from paper forms and will have telephone helplines providing online support. Check individual funds for the most recent guidelines on how to apply.

E.ON

The E.ON Energy Fund aims to assist vulnerable E.ON customers who are living in low income households (household income of less than £16,190 pa) in receipt of one of a range of benefits or are seriously ill. The E.ON Energy Fund can offer the following assistance to successful applicants:

- 1) clear gas or electricity debt (priority will be given to those who have already received debt advice)
- 2) payments in full or part to cover the cost of essential white goods
- 3) repair or replace gas boilers

Call **0330 380 1090**. Lines open Monday to Friday 9am-5pm and calls are charged at standard local rates.

Online form : <https://forms.lets-talk.online/eon>

British Gas

The British Gas Energy Trust Fund is open to anyone living within England, Scotland and Wales, in need, hardship or other distress i.e. the Trust is not restricted to customers of British Gas. The British Gas Energy Trust offers the following types of grant (some of these via funded organisations):

- 1) grants to clear arrears on domestic gas/electricity bills (British Gas and others)
- 2) emergency top - ups for prepayment meters
- 3) to purchase energy efficient white goods
- 4) repair or replace boilers
- 5) emergency heating sources
- 6) pay insolvency fees

Applicants must have a net income below £13,260pa, must have received money advice before applying, and must be suffering from a severe health or life changing condition.

Download a form/complete online or phone to request a form

Website: www.britishgasenergytrust.org.uk

Online Form: <https://bget.app.charisgrants.com/>

Application Request Number: **01733 421060**

The Trust also funds organisations to provide fuel debt and money advice services.

EDF Energy

EDF Energy are opening a new fund in January 2020 – the EDF Energy Customer Support Fund. This fund will support EDF customers in hardship and struggling to pay their gas and electricity bills.

Website: www.edfenergytrust.org.uk

Download a form/complete a form online or phone to request a form

Website: www.edfenergytrust.org.uk

Online Form: <https://edfet.app.charisgrants.com/>

Application Request Number: **01733 421060**

npower

npower's Energy Fund may provide one-off payments (Further Assistance Payments) for energy arrears on a three-month provisional award basis. The Fund may also provide replacement white goods.

Download a form/complete a form online or phone to request a form:

Website: <http://www.npowerenergyfund.com/>

Online form: <https://npof.app.charisgrants.com/home/index>

Application Request Number: **01733 421060**

ScottishPower - Hardship Fund

The ScottishPower Hardship Fund helps people on low incomes to manage their fuel debt. Successful applicants will have gas/electric arrears cleared or reduced by a credit to their ScottishPower account.

Referrals are made via a recognised debt advice agency such as National Debtline.

Further information: www.nationaldebtline.org Tel: **0808 808 4000**. Lines open Monday to Friday 9am to 9pm, Saturday 9.30am to 1pm.

If customers are deemed eligible, applications will be made via Social Enterprise Direct (SED). Evidence of hardship will be required such as letters from the Department of Work and Pensions. If SED approve an award payment will be made once the client has made three monthly payments (or equivalent) for their energy.

SED can be contacted by referral agencies on **0808 800 0128**

Website: www.sedhardship.fund

Scottish Power Foundation

The Scottish Power Foundation funds charities/not for profit organisations for a number of purposes, including prevention or relief of poverty and the relief of those in need by reason of disability or disadvantage. Apply via website.

Website: https://www.scottishpower.com/pages/about_the_scottishpower_foundation.aspx