

Home Energy Efficiency Programmes for Scotland (HEEPS)

In order to tackle fuel poverty and meet energy and emission reduction targets, a primary focus of the Scottish Government strategy is on improving the energy efficiency of Scotland's existing homes by retrofitting the existing housing stock. The Scottish Government's Infrastructure and Investment Plan lists energy efficient homes as a national priority. HEEPS helps to maximise the measures and funding opportunities available to households across Scotland.

Scottish Government money is being used to bring together a range of funding streams and to lever maximum investment by the energy companies into Scotland, primarily via ECO (Energy Companies Obligation).

Area Based Schemes

At the core of HEEPS are area-based schemes aimed at tackling fuel poverty. Responsibility for programme delivery falls to local authorities which are probably best placed, through their strategic role under the Local Housing Strategy (LHS), to understand the nature of housing provision across their area. Local authorities have the ability to facilitate access to information and services, acting as trusted local intermediaries. They are best-placed to enable effective local delivery (co-ordinating a local supply-chain) of a national programme. Local authorities each develop and deliver their own programmes – mainly solid wall insulation – in areas of high fuel poverty.

Where a household does not qualify under the Energy Company Obligation then the Scottish Government programmes may provide support.

Area-based schemes are being delivered by local authorities. The Energy Saving Trust manages delivery of the other HEEPS schemes.

To find out what measures are available in a particular area, contact the local authority or call Home Energy Scotland on **0808 808 2282**.

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Home Energy Scotland Loan Scheme

The Home Energy Scotland grant and loan scheme provides homeowners in Scotland a grant, interest free loan or a combination of both to install clean heating systems and energy efficient measures.

You can apply for the Home Energy Scotland grant and loan if you're a homeowner. You can get grants for energy efficiency improvements – for example, insulation, and clean heating systems such as heat pumps.

The amount you can get depends on what improvements you want to make.

For some improvements the maximum grant is less.

You do not have to pay it back.

You could also get an interest-free loan to cover some of your costs.

[Check the amount you could get for different improvements on the Home Energy Scotland website.](#)

Rural households

If you live in a rural area, you can apply for extra grant funding. Please inform Home Energy Scotland if you live in a rural area.

If you're unsure, Home Energy Scotland can tell you if you're a rural household.

What you can get funding for

You can get a grant or loan for improvements that are recommended in either your home's:

- Energy Performance Certificate (EPC)
- Home Energy Improvement Report
- Home Renewable Selector Report

[Check if your home has an Energy Performance Certificate on the Scottish EPC register website.](#)

Home Energy Scotland can help you get these if you do not have one.

For more information contact Home Energy Scotland **0808 808 2282**

For more information or to download an application form visit:

<https://www.homeenergyscotland.org/find-funding-grants-and-loans/interest-free-loans/>

Those installing technologies may be eligible for RHI payments – Factsheet 4.e.



Warmer Homes Scotland Scheme

Warmer Homes Scotland is a Scottish Government funded fuel poverty scheme.

Warmer Homes Scotland is designed to help people make their homes warmer and more comfortable by installing a range of energy efficiency measures. Assistance is being offered to homeowners and private sector tenants, who have lived in their property for at least twelve months, and who meet the qualifying criteria below. The scheme is managed and delivered by Warmworks Scotland.

What support is available?

The measures offered will depend on a survey of the property. If the householders have had assistance through a Government programme before, they can still apply for Warmer Homes Scotland if they meet the qualifying criteria. The cost of installing the measures identified in the survey of the property will usually be covered by the Scottish Government, but a customer contribution may be required for more expensive measures. An interest-free loan may be available to meet the cost of customer contributions.

There are over forty potential measures available including:

- wall insulation
- loft insulation
- draught-proofing
- central heating (excluding electric wet and solid fuel systems)
- boiler upgrade (for non-condensing boiler over 10 years old)
- renewable technologies

Note: restrictions apply to the measures available under Warmer Homes Scotland (WHS) to customers living in privately rented properties. Private Rented Sector properties covered by the statutory Repairing Standard will no longer receive measures that a landlord is legally obliged to provide. These customers will still be eligible for other measures available under the scheme if these are recommended for the property.

Eligibility criteria

The eligibility criteria is summarised below. If householders do not meet the criteria for Warmer Homes Scotland they may be eligible for assistance through the interest free loan scheme or one of the many area-based schemes. For a home to be considered, it must have a poor energy rating – this will be assessed by a surveyor.

One member of the household must meet **all** of the following criteria:

- be homeowners or the tenants of a private-sector landlord
- live in the home as their main residence
- have lived there for at least 6 months (unless in receipt of a BASRiS or SR1 certificate)
- must have not received support for energy efficiency measures through WHS or HEEPS ABS funding in the last 12 months

- live in a home that meets the tolerable living standard set out in the Housing (Scotland) Act 2006 or, where the home does not meet the tolerable living standards, this will not impact on the effectiveness of the measures recommended for installation under the scheme.

and must also meet **one** of the following conditions:

- be of pensionable age, have no working heating system and be in receipt of a passport benefit
- be aged over 75 and be in receipt of a passport benefit
- be pregnant and/or have a child under 16 and be in receipt of a passport benefit
- have a disability and be in receipt of high rate Disability Living Allowance (care or mobility component)
- have a disability and be in receipt of low/medium rate Disability Living Allowance (care or mobility component) and be in receipt of an income related benefit
- be a carer in receipt of Carers Allowance
- have been injured or disabled serving in the Armed Forces and be in receipt of Armed Forces Independence Payment/War Disablement Pension
- have an injury or disability from an accident or disease caused by work and be in receipt of Industrial Injuries Disablement Benefit
- have a disability and be in receipt of any level of Personal Independence Payment (PIP)

The passport benefits are:

- guarantee element of Pension Credit
- Attendance Allowance
- Universal Credit or any of the benefits being replaced by Universal Credit (Income Based JSA, Child Tax Credit, Working Tax Credit, Employment and Support Allowance, Income Support, Housing Benefit)
- Council Tax Reduction (excluding 25% discount for single occupancy)
- Carer's Allowance
- higher rate care or mobility components of Disability Living Allowance
- low/medium rate of care or mobility components of Disability Living Allowance
- Personal Independence Payment
- Armed Forces Independence Payment
- War Disablement Pension
- Industrial Injuries Disablement Benefit

Householders should call the Home Energy Scotland hotline on **0808 808 2282** to establish which schemes and measures they are eligible for. The process will include a survey of the property as well as identifying accredited installers.

Contact Home Energy Scotland on **0808 808 2282** for more information.

<https://www.homeenergyscotland.org/find-funding-grants-and-loans/warmer-homes-scotland/>

Other Scottish Programmes/Funding

District Heating Loan Fund

The Scottish Government's district heating loan fund closed in April 2024.

Community and Renewable Energy Scheme (CARES)

The Scottish Government's Community and Renewable Energy Scheme (CARES) supports communities to engage with, participate in and benefit from the energy transition to net zero emissions. CARES is managed by [Local Energy Scotland](#) and offers a range of financial support to local energy projects.

This is the final year of the current CARES contract. The funding streams have closed to allow projects time to fully complete and submit their final claims before the end of February 2025.

For more information visit: <https://www.localenergy.scot/funding/>

Equity Loan Scheme:

The HEEPS Equity Loan pilot is now closed to new customers.

This was part of HEEPS and ran as a pilot in Glasgow, Argyll and Bute, Perth & Kinross, Stirling, Dundee, Inverclyde, Renfrewshire and the Western Isles. Homeowners on low incomes in those areas could apply for an interest-free loan of up to £40,000 to help them make essential repairs to leaking roofs and building structures and install energy efficiency/ renewables measures.

For more information on the previous scheme visit <https://www.homeenergyscotland.org/heeps-equity-loan#:~:text=The%20HEEPS%20Equity%20Loan%20pilot,Repair%20and%20the%20Scottish%20Government.>

Renewable Heat Incentive (RHI)

The Domestic Renewable Heat Incentive Scheme (DRHI) in Great Britain has now closed. The DRHI closed to new applicants including metering and monitoring service package applications at midnight on 31 March 2022. Only applications following a change of ownership can be made now that the scheme has closed.

Details can be found at:

<https://www.ofgem.gov.uk/environmental-and-social-schemes/domestic-renewable-heat-incentive-domestic-rhi>

Previous Scheme Details

The Renewable Heat Incentive (RHI) is a payment for generating heat from renewable sources. RHI is set by the UK Government, administered by Ofgem and paid for directly by the UK Treasury through general taxation.



Energy Performance Certificates (EPC)

Under the EU Energy Performance of Buildings Directive (EPBD), all member states must promote improvements to the energy performance of new and existing buildings. Effectively, this means that there is a requirement to provide an Energy Performance Certificate (EPC) to any prospective buyer or tenant of a property when it is built, sold or rented out. The EPC should be on display in the property and/or should be provided by the seller/ landlord/letting agent.

An EPC is a document which rates how energy efficient a house is, giving the home a rating from A (most efficient) to G (least efficient). It is produced using a standard layout and uses standardised measures, usage patterns and performance criteria to enable properties of all shapes and sizes, ages and configurations to be compared objectively in terms of their energy consumption and their impact on the environment. The EPC also calculates the probable cost of heating and lighting (but does not include for other energy uses in a property, for example cooking or electrical appliances). An EPC is calculated based on standard occupancy rather than how an individual uses the property and appliance use can vary significantly between users and highlights ways to make cost-effective improvements. The EPC also states what the energy efficiency rating would be if improvements were made.

In Scotland, only those registered with organisations approved by the Scottish Government can produce valid EPCs. A list of the registered assessors and the type of EPCs they can provide is available at:

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

Once produced, EPCs are valid for up to ten years.

EPCs are still used in domestic RHI payment calculations, EESSH compliance, as part of the GDAR for HES Loan applications, see <http://www.energysavingtrust.org.uk/scotland/grants-loans/green-deal/example-advice-report>, and of course for sale and rent of properties in Scotland under EPBD see <http://www.gov.scot/Resource/0049/00499867.pdf>

Warm Home Discount (WHD)

The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill.

If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you.

You'll usually get the discount automatically if you're eligible. You only need to apply if you're [on a low income in Scotland](#) - contact your energy supplier to apply.

If you're on a low income in Scotland

You do not need to apply if you get the [Guarantee Credit element of Pension Credit](#). You'll automatically get a letter telling you about the discount if you're eligible.

Otherwise, you'll need to apply directly to your energy supplier.

You might be eligible if all of the following apply:

- your [energy supplier is part of the scheme](#)
- you (or your partner) get certain means-tested benefits or tax credits
- your name (or your partner's) is on the electricity bill

Your electricity supplier may have extra eligibility criteria. They'll also tell you which benefits mean you are eligible.

This is known as being in the 'broader group'.

If you're eligible

Your electricity supplier will apply the discount to your bill. The money is not paid to you.

Energy Companies Obligation (ECO)

The Energy Company Obligation (ECO4) funding has been withdrawn, and ECO 4 is now in a winding down phase and ends Dec 2026. Any funding left may be accessed through HES.

Home Heating Cost Reduction (HHCRO) Obligation

Under the Home Heating Cost Reduction Obligation (HHCRO), obligated suppliers must promote measures which improve the ability of low income and vulnerable households to heat their homes.

The HHCRO (aka Affordable Warmth) provides heating/hot water saving measures and insulation, glazing and some micro-generation technologies.

A full list of those eligible for support is available at: <https://www.gov.uk/energy-company-obligation>

For more information on ECO, including a full list of measures available under each strand of ECO visit:

<https://www.ofgem.gov.uk/environmental-programmes/eco/support-improving-your-home/faqs-domestic-consumers> or contact Home Energy Scotland on **0808 808 2282**.

See also Factsheet 4.a HEEPS



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Priority Services Register (PSR)

Energy Suppliers and network operators are required to keep a register of customers who, by virtue of their circumstances, might need additional information, services and support. These services are available to customers who:

- are of pensionable age
- are disabled or chronically sick
- have a long-term medical condition
- have a hearing/visual impairment or additional communication needs
- are in a vulnerable situation (including temporary circumstances where extra support is needed for a limited amount of time)

DNOs (electricity Distribution Network Operators) and GDNs (Gas Distribution Network Operators) also offer priority services to those living with a child under 5. Suppliers may also offer support to this particular group – customers should check with their own supplier(s).

Suppliers and network operators will actively seek to identify eligible customers, but ultimately a customer must ask to be on the PSR. If there are different suppliers for gas and electricity a customer must ask both, and if a customer switches supplier they must ask their new supplier.

The range of services available may include:

- password protection and caller identification
- bill nominee scheme
- advance notice of planned power cuts – customers medically reliant on electricity will be contacted by their DNO
- priority support in an emergency – DNOs/GDNs will provide alternative heating and cooking facilities, for example, in the event of an unplanned power cut
- meter reading service, where a customer is unable to do so
- moving a PPM free of charge if it is unsafe/impractical for a customer to top up credit
- accessible information, including account and billing in large print or braille

Suppliers may also provide free annual gas safety checks for PSR customers who are homeowners and:

- In receipt of a means-tested benefit and meet one of the following criteria:
- living with a child under 5
- are of pensionable age
- are disabled
- are chronically sick
- either live alone or with others who are all of pensionable age, disabled, chronically sick or under 18

You might also be able to sign up if you're in a vulnerable situation, even if it's only temporary. For example if:

- you can't understand your bill because of a mental health condition
- you can't get to the shop to top up your electricity meter because of an injury
- you've been bereaved and want a friend to deal with your bills and meter readings

Suppliers are not allowed to disconnect PSR-eligible customers during the winter months (1 October to 31 March).

See below for a list of contact numbers for each of the Big Six suppliers, as well as contact details for the Scottish DNOs/GDNs.

Suppliers:

British Gas, including Scottish Gas (Home Energy Care)

Tel: **0800 072 8625**

Tel: **0800 294 8604** (Pay as you go customers)

Textphone: **18001 0800 072 8626**

Web: www.britishgas.co.uk

ScottishPower

Tel: **0800 027 1122** or **0800 027 0072**

Web: <https://www.scottishpower.co.uk/customer-services/support/priority-services-register/>

EDF Energy

Tel: **0800 269 450**

Minicom: **0800 096 2929**

Web: www.edfenergy.com/for-home/help-support/priority-services-register

E.ON

 (Caring Energy)

Tel: **0333 202 4760** or **0345 052 0000**

Minicom: **0800 056 6560**

Web: www.eon-uk.com/for-your-home/help-and-support/extra-help

SSE

, including Scottish Hydro (Careline)

Tel: **0800 622 838**

Textphone: **0800 622 839**

Web: <https://www.sse.co.uk/help/accessibility/careline-and-priority-services-register>

npower

Tel: **0800 073 3000** or **0330 100 3000**

Textphone: **0800 413 016**

Web: www.npower.com/home.help-and-support

Distribution Network Operators (DNOs) – Scotland

Scottish & Southern Energy Networks (SSEN)

- covers Scotland north of the central belt.

To register for the PSR, Tel: **0800 294 3259** from landlines and mobiles

Tel: **0800 316 5457** from textphone

For more information, or to register online, visit:

www.ssen.co.uk/PriorityServices/

ScottishPower Energy Networks (SPEN)

- covers central and southern Scotland.

To register for the PSR, Tel: **0330 10 10 167** or text **PSR** to **61999**

To sign up for additional services Tel: 0330 10 10 154

For more information, or to register online, visit:

http://www.spenergynetworks.co.uk/pages/vulnerable_customers.asp

Gas Distribution Network Operator (GDN) – Scotland

SGN

Tel: 0800 975 1818

For more information, visit: www.sgn.co.uk/Extra-help/



energy
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SCOTLAND
for a future without fuel poverty

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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

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://npef.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

Please note the terms and conditions for Trusts change on a regular basis. For the most up to date terms and eligibility, please look at individual websites.

Feed-In Tariffs

The Feed- In Tariffs scheme closed to new applications on 31 March 2019.

Note – the smart export guarantee effectively replaces The Feed in Tariff scheme. See Factsheet 4.o

Feed-In Tariffs (FiTs) are payments to ordinary energy users for the renewable electricity they generate.

The Feed-in Tariff (FIT) scheme is a UK government programme that was designed to promote the uptake of a range of small-scale renewable and low-carbon electricity generation technologies.

The tariffs are payments to anyone who owns an eligible renewable electricity installation for every kilowatt hour (kWh) of electricity they generate. They are applicable to households, landlords and businesses. Depending on the type of technology there is a maximum size (kW capacity) of installation which is eligible for FiTs.

Certain energy suppliers (known as FiTs licensees) handle FiTs applications and make FiTs payments. Large energy suppliers were required by law to be FiTs licensees. Some smaller suppliers also opted to do so. A list of licensees is available at: www.ofgem.gov.uk/environmental-programmes/fit/electricity-suppliers

Domestic technologies qualifying for the scheme included Solar Photovoltaics (PV), Wind Turbines, Hydro, Anaerobic Digestion (AD) and Micro Combined Heat and Power (CHP).

The tariffs provide three benefits

- a payment for electricity produced (including electricity used by the individual, landlord or organisation)
- additional payments for electricity exported to the grid
- a reduction on electricity bills, from using energy produced by the renewable technology installed

Tariffs will be paid for up to 20 years and vary depending on the type and scale of the installation. FiTs payments are exempt from income tax. All generation and export tariffs will be linked to the Retail Price Index (RPI).

All qualifying systems installed are eligible if they are MCS certified (Microgeneration Certification Scheme). For hydro installations and anaerobic digestion these must go through the ROO-FiT process.

A payment of up to 5.24p/kWh (for installations with an eligibility date on or before 31 March 2018) will be made for any surplus electricity generated **and** exported back to the grid. This is a fixed rate (though there is the option to negotiate an alternative rate with an electricity supplier), regardless of

the type of renewable technology. Unless an Export Meter is installed the export element will be deemed to be 50% of the power generated by the renewable system.

Where ownership of a home or building changes, ownership of the generating technology also changes and the FITs payments will transfer to the new owner.

FITs is being paid for by the energy suppliers, however the costs for the scheme will ultimately be passed through to all electricity consumers through increased prices.

Tariffs

Tariffs can change as often as every three months. Once registered for FITs, generation and export tariffs will last for as long as installation is eligible. They will be adjusted annually for inflation based on the Retail Prices Index. There are a range of tariffs payable, with the amount per kWh dependent on a number of factors i.e. the type of renewable installed, the 'eligibility date'/period in which a tariff date falls, the installed capacity of each particular technology, etc.

The table below lists some of the eligible measures and tariffs (for installations with an eligibility date between 1 April 2019 and 31 March 2020):

Renewable Technology	Scale	Generation Tariff level (pence/kWh)	Tariff lifetime (years)
Solar electricity (PV)	≤ 10 kW	3.79 (higher rate)	20
Solar electricity (PV)	> 10-50kW	4.03 (higher rate)	20
Wind	<50kW	8.24	20
Micro CHP	≤ 2kW	14.52	10
Hydroelectricity	≤ 100 kW	8.03	20

Tariffs can change every three months.

Comprehensive tables showing rate changes are available from Ofgem <http://www.ofgem.gov.uk/environmental-programmes/fit/fit-tariff-rates>

Additional Support for Advisors

Most of the biggest energy suppliers have established additional helplines for agencies providing advice and support to vulnerable customers. In most cases, these are specific and dedicated telephone lines and the numbers are **not** circulated to the general public (please note also that advisors should not pass customers directly to suppliers when using a dedicated helpline number). The helplines enable advisors to access specialist help and advice.

- British Gas/Scottish Gas **0333 202 9584**
- EDF **0800 269 450**
- E.on **0800 056 4645**
- npower **0800 316 1214**
- SSE/Scottish Hydro **0345 0719 852**
- ScottishPower **0800 001 5228**
Also dedicated email address
– aim to respond within 3 days [**CABrst@scottishpower.com**](mailto:CABrst@scottishpower.com)
- Utilita Extra Care Team **0330 3337 456**



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Other Sources of Help and Advice

Citizens Advice

03454 04 05 06

The Citizens Advice Consumer Service helpline provides advice on a range of consumer issues, including independent help and advice for energy customers. Phone the helpline or visit www.adviceguide.org.uk

Citizens Advice Bureaux

Offer free impartial advice on a wide range of subjects including benefits, debt and money advice and consumer issues. An online advice service is available at www.adviceguide.org.uk. For general information on Citizens Advice Scotland and to locate the nearest Bureau see www.cas.org.uk

Citizens Advice Scotland (CAS)

CAS provides support to the Scottish Citizens Advice Bureaux. CAS is responsible for a range of services including:

- representing consumers' interests in energy, post and water, working to promote fairer markets and improve customer services in these fields
- dealing with complex energy cases, or cases received from vulnerable consumers
- dealing with cases where a consumer has been disconnected or threatened with disconnection. These cases may be handled by the **Extra Help Unit (EHU)**, whose staff will negotiate with suppliers and offer advice. Most of EHU's cases will be transferred to them by the Citizens Advice service (see above), though they may also accept some cases from other sources. EHU can be contacted via Citizens Advice on **0808 223 1133** or via <http://www.ehu.org.uk>
- People who are struggling to make their money last or worried about paying bills can get a free Financial Health Check – call 0800 085 7145 or call /drop into the local bureau.

Advice Direct Scotland

From 1 April 2019 the consumer service in Scotland is being provided by Advice Direct Scotland. There is a new phone number and website. Webchat is also available on the website. Call Advice Scotland's Consumer Service on, **0808 800 9060**. Website: www.advice.scot

Home Energy Scotland 0808 808 2282

Offers free, impartial energy advice as well as information on HEEPS and other energy saving grants and schemes. Home Energy Scotland (HES) is funded by the Scottish Government and administered by the Energy Saving Trust.

HES has a portal for frontline workers to refer clients, with their permission, to HES' advice service.

The Home Energy Scotland referral portal is secure, online, and works in real time to put the householder's details directly into Home Energy Scotland database for Home Energy Scotland to follow up. Once advice has been given to the householder, and referrals made to any schemes to help with energy saving or income maximisation, the portal shows those outcomes in a report. The

portal is tablet and mobile enabled, meaning that support workers can refer people to Home Energy Scotland whilst out and about.

To register as a portal user contact Home Energy Scotland Community Liaison Officer on 0808 808 2282

For those already registered, the web address of the Home Energy Scotland portal is <https://hespartnerships.est.org.uk>

National Debtline 0808 808 4000

Offers free, confidential and independent advice on ways to deal with debts.

Fuel Bank Foundation 0300 1237 597

The Foundation was set up to develop sustainable solutions to support homes in fuel crisis, unable to top up their prepayment meters. With innovative investments, partnerships and research, we want to widen availability for Fuel Bank support.

Solid Fuel Association 01773 835400

For tips on saving energy and advice on open fires and solid fuel central heating systems.

Jobcentre Plus 0800 055 6688

Provide information and support on a range of benefits, including Cold Weather Payments.

Winter Fuel Payment Helpline 0800 731 0160

Provides information on the Winter Fuel Allowance

Energy Saving Trust 0808 808 2282

The Energy Saving Trust (EST) in Scotland manages a network of advice centres which provide free, independent energy saving advice to householders. See Home Energy Scotland, above. www.energysavingtrust.org.uk/

Macmillan Cancer Support 0808 808 00 00

Provides up-to-date information on cancer for patients, relatives and carers, including financial support, and help to apply for benefits, as well as debt and money advice. www.macmillan.org.uk

Age Scotland/Silver Line Scotland 0800 4 70 80 90

Helps older people and those who care for/work with older people to find an answer to questions about community care, tax, pensions/benefits, heating etc. www.thesilverline.org.uk/what-we-do/

Turn2us

Provides help for individuals and intermediaries to access welfare benefits, charitable grants and other financial support. Also a useful free to use benefits calculator and grant search tool. www.turn2us.org.uk

OFTEC 01473 626298

Provides general information about domestic oil heating. Also provides help and information via a linked website: www.oftec.org

Child Poverty Action Group (CPAG) Scotland 0141 552 0552

Advice line for frontline advisors and support workers in Scotland on all aspects of the benefits and tax credit system. www.cpag.org.uk/scotland

Step Change 0800 138 1111

National debt advice charity offering tailored advice and a range of online tools.

www.stepchange.org/

Money Helper 0800 138 7777

Free & impartial money advice service set up by the UK government. www.moneyhelper.org.uk

Main Customer Service Phone Numbers

ScottishPower	0845 270 0700/0345 270 0700/0800 027 0072
EDF Energy	0800 056 7777
British Gas	0800 048 0202
E.ON	0333 2024 606/0345 052 0000
SSE	0345 026 2658

Power Cut Contact number – Dial 105 free of charge, regardless of your supplier, for information about a power cut in any area or to report power loss

Social Security Scotland 0800 182 2222

Manages the benefits devolved to Scotland. www.socialsecurity.gov.scot



Smart Export Guarantee

The Smart Export Guarantee (SEG) is a UK government programme introduced to ensure licensed electricity suppliers offer a tariff and make payment for electricity exported to the national grid.

If you generate renewable electricity and live in England, Scotland or Wales, you could benefit from a Smart Export Guarantee tariff.

The Smart Export Guarantee is a support mechanism that ensures people that generate their own electricity are paid for the electricity they export to the grid.

This doesn't happen automatically, so you need to sign up to get the SEG tariff.

Under the scheme, all licenced energy companies with 150,000 or more customers must provide at least one SEG tariff. Smaller suppliers can offer an export tariff if they want to.

All suppliers can also choose to offer other means of making payments for exported electricity, separate to the SEG arrangements.

Who can get a smart export guarantee tariff?

You may be eligible to apply if you have one of the following technologies that generate renewable electricity:

- [solar panels](#)
- [wind turbines](#)
- [hydroelectricity](#)
- [anaerobic digestion](#)
- [micro combined heat and power \(micro-CHP\)](#)

Micro-CHP technologies need to have an electricity capacity of 50kW or less. All other technologies need to have a capacity of 5MW or less.

For more information see:

<https://www.ofgem.gov.uk/environmental-and-social-schemes/smart-export-guarantee-seg>