



bit.ly/costofliving-dg

ENERGY BILLS A FRIGHT? GET THE SUPPORT THAT'S RIGHT

Did you know that 29% of households in Dumfries and Galloway are in fuel poverty and the average fuel debt is approximately £1,450?



SCAN HERE

Is this you? We can help with:

- Emergency energy support and reducing fuel debt
- Accessing benefits and grants including Crisis Grants
- Understanding your energy bills
- Reconnecting after self-disconnecting
- Switching tariffs or suppliers
- Home energy improvements
- Billed energy meter issues



Social Security Scotland
Tèarainteachd Shòisealta Alba



DUMFRIES & GALLOWAY
CITIZENS ADVICE SERVICE



LEMON AID
Energy Advice Project

The Scottish
WELFARE FUND

Free help and advice is available from the trusted organisations above. Contact details are on the back of this leaflet. They can help if you need support, are in crisis, have self-disconnected or simply want help to understand your bills.



Dumfries and Galloway Financial Inclusion and Welfare Support Team

Benefits help for those 60+. For an appointment, call 0303 333 3008, email fiwsreferrals@dumgal.gov.uk or go to www.dumfriesandgalloway.gov.uk/benefits



Social Security Scotland Tèarainteachd Shòisealta Alba

Help with accessing social security payments. For an appointment or to find out more: call free on 0800 182 2222 or apply online at mygov.scot/benefits



DUMFRIES & GALLOWAY CITIZENS ADVICE SERVICE

Help with benefits, debts, fuel bills, fuel vouchers, energy advice, and support for complex meter issues. Our Energy Advice Team also offers support with low-level insulation measures, as well as carbon monoxide awareness and provision of alarms. We offer a wide range of other free advice, support and assistance. Call 0300 303 4321, email info@dagcas.org or go to dagcas.org



Energy-saving advice, grants and funding, benefits checks. For impartial advice, call free on 0808 808 2282 or go to homeenergyscotland.org



LEMON AID Energy Advice Project

Support on fuel-related issues like bills, debt, Warm Home Discount applications, support to get back on supply, and grants. Emergency top up vouchers also available. Call free on 0800 221 8089 or email dumfries@chaltd.org



EMERGENCY ENERGY PAYMENT ASSISTANCE PROGRAMME

Help for older and vulnerable people in receipt of at least one form of benefit payment to help cover the costs of home energy payments. More online at bit.ly/eeppap-dg or call 07917 432059.



Warmer Homes
for Winter Project

Free coal, peat, logs, briquettes and kindling for people receiving Pension Credit. Referrals through application form available by emailing info@dghandyvan.org.uk or by phoning 0800 069 9173.

If you need urgent help

The Scottish WELFARE FUND

Help with basic living costs, including money for pre-paid energy meters. Find out more or apply for a Crisis Grant by calling 0303 333 3007 or online at bit.ly/swf-dg

Community food providers

Food parcels and other assistance are available. Find out more at bit.ly/foodbanks-dg or dglocator.org.uk



Want to sort it yourself?

If you want to deal with fuel bill problems or welfare and benefits yourself, visit the websites below for information on what to do:

- www.dagcas.org/get-advice
- www.cas.org.uk
- turn2us.org.uk

