



# Madeleine Moon MP

## Working Hard for Bridgend

I know many people in Bridgend are worried about gas and electricity prices as a result of the big increases in world oil prices. The price of oil is starting to come down and I'm calling on energy companies to pass on the cuts to customers. But I wanted to make sure you were aware about the help and support that is available this winter.

### What support can I get?

The Home Energy Efficiency Scheme (HEES) is a Welsh Assembly Government funded initiative aimed at making homes in Wales warmer, healthier and more energy efficient. The HEES grant provides a package of heating and insulation improvements up to the value of £3,600.

HEES has made a real difference to the lives of more than 108,000 people by providing heating and insulation improvements to their homes. To find out if you are able to claim a HEES grant, please call 0800 316 2815 or visit <http://www.heeswales.co.uk>

Simple measures like switching to the right tariff or getting home insulation can help get household bills down. You can:

- Contact your energy company to check if you are entitled to be on their lower tariffs for those on low incomes.
- Shop around between suppliers to get the best deal for your circumstances

### Where do I go for Help?

#### 1. Home Energy Efficiency Scheme - 0800 316 2805

If you are on a low income or pensioner households on benefits you should contact the Home Energy Efficiency Scheme who offer up to £3,600 for central heating, insulation and other energy saving measures.

#### 2. ENERGY SAVING TRUST - 0800 512 012

You can contact the Energy Saving Trust for free, independent and local energy saving advice, including how to access deals on discounted or free insulation as you may be eligible to get cut-price deals which could help save hundreds of pounds on your fuel bills.

#### 3. CONSUMER DIRECT - 08454 040506

This is a Government funded advice service. They can give you advice on resolving complaints you may have with your energy company and help with debt management.

#### 4. HOME HEAT HELPLINE - 0800 33 66 99

They can put you in touch with the right people at your energy supplier who can arrange reduced tariffs if you're on a low income or other services such as free insulation. Home Heat can also check if you may be entitled to other help and refer you to Warm Front if you qualify.

#### 5. YOUR LOCAL COUNCIL – [www.bridgend.gov.uk](http://www.bridgend.gov.uk)

Your Council may also offer local help with local schemes to help reduce your household bills.

### Pensioners

If you are a pensioner you are also eligible for additional help including direct cash support:

- You can get a Winter Fuel Payments of £200 for households with someone aged 60 or over, or £300 if 80 or over.
- Also this autumn you'll get an additional one-off payment of £100 if you're aged 80 or over and £50 if you're 60 or over, to be paid alongside your normal Winter Fuel Payment.
- You may also automatically receive a Cold weather payment of £25 a week if the average temperature where you live is recorded as, or forecast to be, zero degrees Celsius or below over seven consecutive days during the period from 1 November to 31 March.

## Useful Numbers

### Home Energy Efficiency Scheme

[www.heeswales.co.uk](http://www.heeswales.co.uk)  
0800 316 2815

### Energy Saving Trust

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)  
0800 512 012

### Consumer Direct

[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)  
08454 040506

### Home Heat Helpline

0800 33 66 99

### Act on CO2 – ideas and advice on making your home more energy efficient

[www.direct.gov.uk/actonco2](http://www.direct.gov.uk/actonco2)  
0800 512 012

**Consumer Council for Water** - takes up consumers' complaints if they have tried and failed to resolve issues with their water and sewerage companies.

[www.ccwater.org.uk](http://www.ccwater.org.uk)  
0845 039 2837

## Advice Leaflets

I have produced the following advice leaflets

- A Guide to Support Services for Older People in Bridgend
- A Guide to Sources of Help and Advice during the Economic Downturn
- A Guide to Keeping your Child Safe on the Internet

To order a copy of any of these leaflets please contact me using the details below.

## Madeleine Moon MP

House of Commons  
London  
SW1A 0AA  
0207 219 0814

47 Nolton Street  
Bridgend  
CF31 3AA  
01656 750002

[moonm@parliament.uk](mailto:moonm@parliament.uk)

[www.madeleinemoonmp.com](http://www.madeleinemoonmp.com)