

**MACMILLAN**  
CANCER SUPPORT

# MANAGING YOUR ENERGY COSTS



# About this leaflet

This leaflet is about managing your energy costs if you have cancer. It includes information about:

- ways you can reduce your energy costs
- ways your energy supplier can reduce your energy costs
- payments, schemes and grants that could help with your bills.

We hope this leaflet answers some of the questions you may have. It has been created with support from Macmillan's Energy Advice Team. This team offers advice to people with cancer who are struggling to keep warm, whichever energy supplier they have.

## Quotes

In this leaflet, we have included quotes from people affected by cancer who have been worried about their energy costs. Some quotes are from our Online Community ([macmillan.org.uk/community](https://www.macmillan.org.uk/community)). The others are from people who have chosen to share their story with us. To share your experience, visit [macmillan.org.uk/shareyourstory](https://www.macmillan.org.uk/shareyourstory)

### For more information

If you have more questions or would like to talk to someone, call the Macmillan Support Line free on **0808 808 00 00**, 7 days a week, 8am to 8pm. Our energy advisers are available from Monday to Friday, 8am to 6pm.

If you would prefer to speak to us in another language, interpreters are available. Please tell us, in English, the language you want to use.

If you are deaf or hard of hearing, call us using NGT (Text Relay) on **18001 0808 808 00 00**, or use the NGT Lite app.

We have some information in different languages and formats, including audio, eBooks, easy read, Braille, large print and translations. To order these, visit **[macmillan.org.uk/otherformats](https://www.macmillan.org.uk/otherformats)** or call **0808 808 00 00**.

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# Keeping warm when you have cancer

Nearly 1 in 3 people diagnosed with cancer say they feel the cold more (Macmillan/YouGov online survey 2017).



Roughly **1 in 3** people living with cancer say they feel the cold more.

If you are having cancer treatment, you may be at home more. You may need to turn up the heating to cope with side effects, such as weight loss, hair loss and tiredness. This means your energy bills can increase when you may be unable to work or have a reduced income.

On average, people living with cancer pay £196 a year more on their energy bills. Worrying about your energy bills can cause extra stress when you are already unwell.

There are things you can do to manage your energy costs. Different types of support are available.

# Talking to your energy supplier

If you are worried about paying your energy bills, talk to your supplier and find out what help they can offer. You can also visit their website. If you tell your supplier you have cancer, they may be able to give you extra support.

The rate you pay for your energy is called the tariff. Ask your supplier if they can offer a cheaper tariff. If this is not an option, you could think about switching your supplier (see page 12). You need to work out if that would save you money. Your supplier may charge a fee for switching called an exit fee. If you have missed recent energy payments, switching to another supplier may not be possible.

Your supplier may also:

- put you on a list of customers who need extra support
- give you a grant to help with any money you owe them
- arrange for you to make regular payments to spread your costs.

## **The Priority Services Register (England, Scotland and Wales)**

If you are affected by cancer and live in England, Scotland or Wales, your supplier should put you on the Priority Services Register. This is a list of people who need extra support.

Some benefits of being on the register may include:

- access to free extra services
- notice of any planned power cuts and more help during power cuts
- your energy not being switched off if you fall behind on payments.

## **Care registers (Northern Ireland)**

Northern Ireland Electricity Networks and Northern Ireland Water have critical care registers. These registers are for people who strongly rely on electricity or water for their health needs. Customers on the registers get extra support if their power or water supply stops working.

Energy companies in Northern Ireland also have customer care registers. Customers who have a disability, older people or those with certain health needs can join these registers to get free extra services. Contact the Consumer Council for Northern Ireland (see page 37) to compare the extra services offered by different companies.

## Regular payments and paperless bills

Your energy supplier may allow you to set up a regular payment plan. This means you pay a fixed amount on a regular basis. For example, you could pay every week or month. Regular payments can help you spread the cost of your energy bills and budget for them.

You could save money and keep track of your energy costs if you:

- pay your bills monthly by Direct Debit
- manage your energy account online with paperless bills.

“The regular payments are perfect, you know exactly what you’re spending and need to save. Going through treatment makes you feel tired, drained and cold. It doesn’t take long to use up gas by constantly having the heating on.”

**Sindy**

## Energy company support schemes

Your energy supplier may provide a grant to help with energy costs. The help available depends on your situation.

Some energy companies, including the 6 largest suppliers in the UK (often called the Big 6), have schemes that:

- help people in difficult situations by reducing bills or giving a grant to reduce debt
- help people make their homes more energy efficient, which can reduce energy bills.

The British Gas Energy Trust can help clear debts you may have with other energy suppliers (see page 34).

You can download a booklet called **Help with Water and Energy Bills** at [aurigaservices.co.uk](http://aurigaservices.co.uk). This booklet has details of the support schemes offered by the main energy companies in England, Scotland and Wales.

For details of support schemes available in Northern Ireland, you can download the Northern Ireland Sustainable Energy Programme list of schemes at [uregni.gov.uk](http://uregni.gov.uk)

You may also be able to claim government payments, charitable grants or other help towards your energy costs. For more information, see page 17.

## Our Energy Advice Team

If cancer is affecting your ability to pay energy bills, our Energy Advice Team can provide guidance and support. They can help you:

- access schemes to support you with your gas, electricity and water bills
- check if you can get any extra help through government payments or charitable grants (see page 17).

You can call our specialist Energy Advice Team free on **0808 808 00 00** (Monday to Friday, 8am to 6pm). Before you speak to our Energy Advice Team, our Welfare Rights Team need to assess you. They will help you increase your income if possible.



## Switching your supplier

There are lots of gas and electricity companies and they offer a range of tariffs. By making sure you are on the best tariff for your needs, you could reduce your bills.

Most fixed energy deals last for no more than 3 years. Your supplier may move you to their standard tariff when your deal expires. This may not be the cheapest option.

It is a good idea to check you are on the best tariff about once a year. You can often get the cheapest deals if you pay by Direct Debit or online. Using the same supplier for gas and electricity (a dual-fuel deal) may also save money.

Switching your energy supplier can be simple. Before switching, you need to know:

- how much energy you use
- the name of your current tariff.

This information should be on a recent bill. When you change companies, your previous supplier will charge you for the energy you use until the date you switch. Make sure you can afford this before you change companies.

Depending on which tariff you are on, your existing supplier may charge you a fee for switching. This is called an exit fee. Remember to ask your supplier about this before you change companies. You should consider any exit fee and work out if it would save you money to switch supplier.

## **If you are a tenant**

If you rent your home, check who is responsible for paying the gas and electricity bills. This should be in your tenancy agreement.

If you pay an energy company directly for your gas and electricity, you can choose your own supplier. This applies even if you have a prepayment meter.

Your tenancy agreement may say your landlord has a preferred supplier. You can still switch supplier, but you should tell your landlord or letting agent.

If your landlord pays the energy company directly, they can choose the supplier. You can ask your landlord to switch supplier, but they do not have to agree.

## How to switch supplier

There are two ways to find the best deal and switch supplier:

### Use a trusted energy price comparison website

In England, Scotland and Wales, some of these websites are approved by a scheme called the Confidence Code. You can find a list of recommended websites at Ofgem.

For more information, visit [ofgem.gov.uk/confidence-code](https://www.ofgem.gov.uk/confidence-code)

Citizens Advice has information to help you compare prices and a comparison tool. Visit [energycompare.citizensadvice.org.uk](https://www.citizensadvice.org.uk/energycompare)

In Northern Ireland, you can compare energy supplier rates on the Consumer Council website. Visit [consumercouncil.org.uk/comparison\\_tool/begin](https://www.consumerCouncil.org.uk/comparison_tool/begin)

If you are a tenant, you can use a comparison website that considers the remaining length of your tenancy. This will help you get the best deal. An example is [switch.which.co.uk](https://www.switch.which.co.uk)

### Phone different gas and electricity companies directly

You can ask energy companies for the best deal for you. They can organise the switch.

If you get a payment called the Warm Home Discount (see page 18), it is a good idea to check if the new supplier is part of this scheme before you switch.

## Complaints and advice

If you have a problem with your energy supplier or need advice about dealing with a company, contact:

- the Citizens Advice consumer helpline in England, Scotland or Wales on **03454 04 05 06** (or **03454 04 05 05** to contact a Welsh-speaking adviser)
- Consumerline in Northern Ireland on **0300 123 62 62**.

Try to resolve the complaint with the company if you can. If this is not possible, you could contact the Energy Ombudsman in England, Scotland and Wales, or the Consumer Council for Northern Ireland (see pages 34 to 38).

## If you do not use a mains gas supply

It is a good idea to get several quotes for fuel if your home is not connected to a mains gas supply.

If you use heating oil, you may save money by stocking up on fuel early in autumn. This is often cheaper than waiting until winter. But make sure the delivery charge is not higher than your saving. You may also get discounts if you buy heating oil as part of a group, such as an oil club. You can find out if there are oil clubs near you at **[oil-club.co.uk/map](http://oil-club.co.uk/map)**

To spread the cost, you could pay by Direct Debit or set up a monthly budget plan. Ask your heating oil supplier if they offer this.

If you use solid fuel or LPG (liquefied petroleum gas), it may also help to:

- compare prices
- stock up on fuel in the autumn
- speak to your supplier if you are struggling to pay your bills.



# Accessing payments and grants

You may be able to get help from the government with managing your energy costs. To find out what government help is available in your situation, visit:

- [gov.uk/energy-grants-calculator](https://www.gov.uk/energy-grants-calculator)
- [simpleenergyadvice.org.uk/grants](https://simpleenergyadvice.org.uk/grants)
- if you live in Northern Ireland, [nidirect.gov.uk/information-and-services/energy-wise/energy-saving-grants](https://nidirect.gov.uk/information-and-services/energy-wise/energy-saving-grants)

## Government payments

There are several government payments to help you with higher bills during the winter months. You can find out how to apply for these at [gov.uk](https://www.gov.uk) or, if you live in Northern Ireland, visit [nidirect.gov.uk](https://nidirect.gov.uk)

### Cold Weather Payment

If you get certain benefits, you may qualify for a Cold Weather Payment when a winter is particularly cold. This is available if the temperature is 0°C (32°F) or lower for 7 days in a row.

You get £25 for each 7-day period of very cold weather between 1 November and 31 March. Cold Weather Payments are automatically made on top of your usual benefits.

## Winter Fuel Payment

This is a government scheme to help older people keep warm during winter. You could get a Winter Fuel Payment if you were born on or before 5 November 1953. This date changes every year.

You get between £100 and £300. The amount depends on your situation. This includes if you live with another qualifying person and how old they are.

## Warm Home Discount (England, Scotland and Wales only)

This government policy gives certain people a discount of £140 on their electricity bills between September and March. It helps vulnerable customers and people on a low income to heat and insulate their homes.

- You get a one-off discount on your electricity bill.
- If your supplier provides both your gas and electricity, you may be able to get the discount on your gas bill instead. Ask your supplier if this is possible.
- All the main energy suppliers must give this discount. Some small suppliers also offer it.

You automatically qualify for the Warm Home Discount if you get the Guarantee Credit part of the benefit Pension Credit. You can apply for the discount if you are on a low income and meet your energy supplier's criteria.

If you are affected by cancer, you may get the discount. This depends on your circumstances and which supplier you use. To apply, contact your energy supplier. If your supplier does not give you the discount or does not offer it, you could consider switching your supplier. For more information, see page 12.

To find out more, speak with your energy supplier or visit [gov.uk/the-warm-home-discount-scheme](https://www.gov.uk/the-warm-home-discount-scheme)

Energy suppliers in Northern Ireland do not offer this discount. You may get financial help under the Affordable Warmth Scheme instead (see page 27).

## **Fuel Direct**

If you get benefits and are struggling with energy or water bills, contact Jobcentre Plus or your local pension centre. They can arrange to pay these bills directly from your benefits by taking a fixed amount each month.

If you pay your bills under this scheme, you should not get any final payment demands from your supplier. To find out more visit [gov.uk/bills-benefits](https://www.gov.uk/bills-benefits)

## Charitable grants and other help

### Macmillan Grants

Some charities, including Macmillan, give small grants to people who are having difficulty paying their energy costs or other expenses.

Macmillan Grants are usually a one-off payment. You can apply for a Macmillan Grant through a health or social care professional or benefits adviser.

To find out more, call the Macmillan Support Line on **0808 808 00 00** or go to **[macmillan.org.uk/grants](https://www.macmillan.org.uk/grants)**

Since my cancer surgery I really feel the cold. Heating bills increased and I needed a break to get away from the intense cancer treatment. Due to the kindness of Macmillan and the lovely people that donate, I got a Macmillan Grant. I am so grateful I was able to enjoy a couple of days break and not worry about my heating bills.'

**Sharon**

## Local help in an emergency

If you do not have enough money to meet your immediate, short-term needs or your family's needs, you may be able to get emergency help. This is called welfare assistance. You may get vouchers or a pre-paid card to pay for your energy.

How you apply depends on where you live:

- In England, you can contact your local council to find out if they have a Local Welfare Assistance scheme.
- In Wales, you can contact the Discretionary Assistance Fund to apply for an Individual Assistance Payment or an Emergency Assistance Payment. Call **0800 859 59 24** (free from a landline) or **033 0101 50 00** (charged at local rate).
- In Scotland, you can contact your local council to apply for a Community Care Grant or a Crisis Grant.
- In Northern Ireland, you can contact the Finance Support Service to apply for a Discretionary Support loan or grant. Call **0800 587 27 50**.

# Saving energy at home

There are simple things you can do around your home to reduce your energy costs, as the diagram below shows.



## Insulation and draught proofing

Fitting insulation into your home is a big step but could help you save money. The better a home is insulated, the less money you will spend heating it.

You could also consider:

- insulating your loft and walls
- closing gaps around doors with draught excluders
- putting in double-glazed windows or using draught-proofing strips for your existing windows
- sealing any cracks in floors, lining your letterbox and blocking an unused chimney.

All the main fuel companies provide free or discounted insulation if you meet their criteria. This may depend on your situation and the type of property you live in.

## Heating controls

Installing heating controls in your home can help you save money. These may include:

- a thermostat, which measures the temperature in your room and adjusts the boiler
- a smart thermostat, which allows you to manage your central heating from outside your home using the internet, a smartphone or a tablet
- a programmer, which allows you to set when you would like the heating to turn on and off each day
- thermostatic radiator valves, which let you control the temperature of individual radiators.

## Energy saving schemes

There are lots of schemes from energy companies and the government to help you make your home more energy efficient.

### Energy Company Obligation

The Energy Company Obligation is a government programme that means large energy companies must help households save energy. It aims to help vulnerable people and those on a low income make energy-saving improvements to their homes.

You can ask your energy company if they offer help under the Energy Company Obligation programme. This is also called the Affordable Warmth Obligation.

You may qualify for an energy grant if:

- you get certain benefits and own or privately rent your home
- you are a council or housing association tenant and your home is not energy efficient.

An assessor visits your home to decide what energy-saving improvements you need. You may get help with the cost of:

- insulation work, for example to your loft or cavity walls (two separate walls in the building with a space between them). For more information, see page 23.
- repairing or replacing your boiler
- other upgrades to your heating system (see page 24).

You do not have to be a customer of an energy company to get help from their scheme. If your energy company is part of the Energy Company Obligation programme, they should explain what help they offer on their website. For more information, visit **[gov.uk/energy-company-obligation](https://www.gov.uk/energy-company-obligation)**

## Nest (Wales)

This government scheme gives advice about saving energy, managing money, making sure you are on the best tariff and claiming benefits.

You may also get free home improvements to help save energy, such as:

- a new boiler
- central heating
- insulation.

An assessor visits your home to decide what improvements you need. You can call Nest free on **0808 808 22 44** or visit **nest.gov.wales**



## Home Energy Efficiency Programmes (Scotland)

This is a package of schemes for people in Scotland. Depending on your situation, you may get:

- a free home energy check
- free advice on benefits you may be eligible for
- free home improvements to save energy, such as a new boiler or insulation.

For more information, call Home Energy Scotland free on **0808 808 2282** or visit **[energysavingtrust.org.uk/scotland](http://energysavingtrust.org.uk/scotland)**

## Affordable Warmth Scheme and Boiler Replacement Scheme (Northern Ireland)

The Affordable Warmth Scheme can help you make your home more energy efficient if you are on a low income.

You may qualify for help if:

- you own or privately rent your home
- your annual household income is less than £20,000.

For more information, visit **[touch.nihe.gov.uk/affordable\\_warmth\\_scheme](http://touch.nihe.gov.uk/affordable_warmth_scheme)** or contact your local council.

The Boiler Replacement Scheme can help you replace a boiler that is over 15 years old with a new energy efficient model. You may also want to change from oil to gas or to a wood pellet boiler.

You may qualify for help if:

- you own your home
- your annual household income is less than £40,000.

For more information, call **03448 920 900** or visit **[touch.nihe.gov.uk/boiler\\_replacement\\_allowance](https://touch.nihe.gov.uk/boiler_replacement_allowance)**  
You can register for the scheme by email at **[energyefficiency.psis@nihe.gov.uk](mailto:energyefficiency.psis@nihe.gov.uk)**

## Energy efficiency ratings

If you are replacing your boiler or buying a new household appliance such as a kettle, fridge-freezer or washing machine, check the energy rating label. Products have an energy rating on a coloured label from A (very efficient) to G (inefficient). Some products can have a rating of A+, A++ and A+++.

It is a good idea to choose the most energy-efficient model for the size you need.

## Checking your energy bill

Here are some tips for making sure your energy bill is accurate:

- You can watch a video about how to understand your energy bill at [energysavingtrust.org.uk/domestic/energy-saving-quick-wins](https://energysavingtrust.org.uk/domestic/energy-saving-quick-wins)
- Check that all the details on the bill are correct and that you are on the right tariff.
- If you think your bill is incorrect, contact your energy supplier and ask them to explain how they calculated it.
- Give your supplier regular meter readings. This means you can get accurate bills rather than estimates. You will only pay for the energy you use.
- If you are worried you have paid too much, take a meter reading. You can ask your energy supplier for a credit refund at any time. If you have a fixed payment plan, you can still ask for a refund. But this can affect how much you pay in the future.

## Smart meters

Smart meters are a new type of gas and electricity meter. As well as measuring the energy you use, they also:

- tell you when you have used this energy and how much it costs
- let your energy supplier take meter readings without you contacting them.

With a smart meter, you get an In-Home Display (IHD) unit. This gives details of your gas and electricity use. It may show you where you could save money.

The government has planned for every home in the UK to have a smart meter by the end of 2020. Your energy supplier will contact you when you are due to have a smart meter installed. There is no charge for getting a smart meter. For more information, contact your energy supplier.

## More tips on saving energy at home

For more information on how to save energy in your home:

- visit the Simple Energy Advice website at **[simpleenergyadvice.org.uk](http://simpleenergyadvice.org.uk)** or call their free helpline on **0800 444 202**
- visit the Energy Saving Trust website at **[energysavingtrust.org.uk](http://energysavingtrust.org.uk)**
- if you live in Scotland, call Home Energy Scotland's energy advisers on **0808 808 2282**
- if you live in Northern Ireland, visit **[nidirect.gov.uk/energy-wise](http://nidirect.gov.uk/energy-wise)** or call the Northern Ireland Energy Advice Line (also called the Bryson Energy Advice Line) on **0800 142 28 65**.

In some parts of the UK, there are independent advice centres that give advice about making your home warmer. They may be able to visit you at home. Your local council can tell you if there is an energy efficiency advice centre in your area.



# Further information and support

Find out about our expert, up-to-date information about cancer and other ways we can help you. All our information is free for everyone.

## Order what you need

To order more booklets or leaflets like this, visit **be.macmillan.org.uk** or call **0808 808 00 00**.

## Online information

All our information is also available online at **macmillan.org.uk/information-and-support** You can also find videos featuring stories from people affected by cancer, and information from health and social care professionals

## Other formats

We provide information in different languages and formats, including:

- audiobooks
- Braille
- British Sign Language
- easy read booklets
- eBooks
- large print
- translations.

Find out more at **macmillan.org.uk/otherformats** If you would like us to produce information in a different format for you, email us at **cancerinformationteam@macmillan.org.uk** or call **0808 808 00 00**.

## Other ways we can help

### Macmillan Support Line

Our free, confidential phone line is open 7 days a week, 8am to 8pm. We can help with medical questions, benefits, financial guidance and local services, or just be there to listen. Call us on **0808 808 00 00** or email us via our website, **macmillan.org.uk/talktous**

### Information centres

Our centres are based in hospitals, libraries and on mobile buses. You can talk to someone or get more information. Find your nearest centre at **macmillan.org.uk/informationcentres** or call **0808 808 00 00**.

### Support groups

You can find support groups in your area by calling **0808 808 00 00** or visiting **macmillan.org.uk/selfhelpandsupport**  
You may also want to use

our Online Community to make friends, blog, and read stories.

Visit **macmillan.org.uk/community**

### Help with money worries

Our financial guidance team can help you with money worries and accessing benefits. Macmillan also offers one-off grants – for anything from heating bills to extra clothing. Call us on **0808 808 00 00** or visit **macmillan.org.uk/financialsupport**

### Help with work and cancer

Whether you are an employee, a carer, an employer or self-employed, we can help. Visit **macmillan.org.uk/work** or call **0808 808 00 00** to speak to a work support adviser (Monday to Friday, 8am to 6pm).

## Other useful organisations

There are lots of other organisations that can give you information or support.

### Help with energy costs and saving energy

#### **British Gas Energy Trust (England, Scotland and Wales)**

**Tel** 01733 421 021

#### **Email**

BritishGasEnergyTrust@lets-talk.online

**www.britishgasenergytrust.org.uk**

Helps people who are struggling with gas and electricity debts by awarding grants to clear those debts. Can also help you clear debts that you may have with other energy suppliers.

### **Home Energy Scotland**

**Tel** 0800 808 2282

(Mon to Fri, 8am to 8pm, and Sat, 9am to 5pm)

**www.energysavingtrust.org.uk/scotland/home-energy-scotland**

Managed by the Energy Saving Trust in Scotland.

Gives free, impartial advice about heating your home and saving money on your energy bills.

**Housing Executive  
(Northern Ireland)****Tel** 03448 920 900  
(Mon to Fri, 8.30am to 5pm)**Textphone**

18001 03448 920 900

**Email** information@  
nihe.gov.uk**www.nihe.gov.uk**

This is the public housing authority for Northern Ireland. It has information on its website about saving energy and money. Runs the Affordable Warmth and Boiler Replacement Schemes in Northern Ireland.

**Nest (Wales)****Tel** 0800 808 22 44  
(Mon to Fri, 9am to 6pm)**Email** advicewales  
@est.org.uk**www.nest.gov.wales**

A Welsh government scheme. Gives free tailored advice and support to help you reduce your energy bills. If you are eligible, you could get free energy-saving improvements

in your home. These could include a new boiler, central heating or insulation.

**Northern Ireland  
Energy Advice Line  
(also called the Bryson  
Energy Advice Line)****Tel** 0800 142 2865**Email** info@

brysonenergy.org

**www.brysonenergy.org**

Run by Bryson Energy and funded by the government in Northern Ireland. Gives free, independent and impartial energy advice to Northern Ireland households. Can also refer you to energy grants and other sources of help in the region.

**Simple Energy Advice****Tel** 0800 444 202**www.simpleenergy  
advice.org.uk**

Gives free independent advice, approved by the government, on saving energy in your home.

## Consumer support services

### Citizens Advice consumer helpline (England, Scotland and Wales)

**Tel (English)**

03454 04 05 06

(Mon to Fri, 9am to 5pm)

**Tel (Welsh)**

03454 04 05 05

**Textphone**

18001 03454 04 05 06

**[www.citizensadvice.org.uk/consumer/energy/energy-supply](http://www.citizensadvice.org.uk/consumer/energy/energy-supply)**

Offers free help with consumer issues and has a section about energy costs on its website. You can call the helpline for advice if you have a problem with your energy supplier.

### Consumerline (Northern Ireland)

**Tel** 0330 123 6262

(Mon to Thu, 9am to 5pm, and Fri, 9am to 4pm)

**Email** [consumerline@economy-ni.gov.uk](mailto:consumerline@economy-ni.gov.uk)

**[www.nidirect.gov.uk/services/contact-consumerline-make-complaint-or-ask-advice](http://www.nidirect.gov.uk/services/contact-consumerline-make-complaint-or-ask-advice)**

Offers free advice to Northern Ireland consumers and helps you make a complaint.

### Energy Ombudsman (England, Scotland and Wales)

**Tel** 0330 440 1624

**[www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy)**

Resolves complaints from consumers about energy suppliers in England, Scotland and Wales. You must follow your supplier's complaints process first. If the dispute cannot be settled, you can contact the Energy Ombudsman.

### **The Consumer Council for Northern Ireland**

**Tel** 0800 121 6022

**Email** [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)  
**www.consumercouncil.org.uk**

Gives free, independent advice and support to energy consumers in Northern Ireland. Campaigns for a fair deal for consumers and has a tool to help you compare energy supplier rates. Can investigate complaints about energy and water services.

### **Financial support services**

#### **Advice NI**

**Tel** 0800 028 1881  
(Mon to Fri, 9am to 5pm)

**Email** [debt@adviceni.net](mailto:debt@adviceni.net)  
**www.adviceni.net**

Helps people in Northern Ireland to access free debt and money advice.

### **Local councils (England, Scotland and Wales)**

Your local council may be able to give you emergency help, such as vouchers or a pre-paid card for fuel. You should be able to find your local council's contact details in your phone book or by visiting:

#### **England**

**www.gov.uk/find-local-council**

#### **Scotland**

**www.cosla.gov.uk/councils**

#### **Wales**

**www.wlga.wales/welsh-local-authority-links**

## **StepChange Debt Charity**

**Tel** 080 0138 1111

(Mon to Fri, 9am to 8pm,  
and Sat, 9.30am to 1pm)

**www.stepchange.org**

Provides free debt  
advice through phone,  
email, the website and  
online through live chats  
with advisers.

## **Support for older people**

### **Age UK**

**Tel** 0800 055 6112

(8am to 7pm, every day  
of the year)

### **Email**

contact@ageuk.org.uk

**www.ageuk.org.uk**

Provides information  
and advice for older  
people across the UK.

## Disclaimer

We make every effort to ensure that the information we provide is accurate and up to date, but it should not be relied upon as a substitute for specialist professional advice tailored to your situation. So far as is permitted by law, Macmillan does not accept liability in relation to the use of any information contained in this publication, or third-party information or websites included or referred to in it. Some photos are of models.

## Thanks

This leaflet has been written, revised and edited by Macmillan Cancer Support's Cancer Information Development team. It has been approved by Neal Southwick, Macmillan Integrated Financial Support Lead.

With thanks to: Sharon Jackson, Macmillan Energy Advice Team Leader; and Sarah Pentland, Macmillan Marketing Executive.

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We welcome feedback on our information. If you have any, please contact **[cancerinformationteam@macmillan.org.uk](mailto:cancerinformationteam@macmillan.org.uk)**

## Sources

We have listed a sample of the sources used in the leaflet below. If you would like more information about the sources we use, please contact us at **[cancerinformationteam@macmillan.org.uk](mailto:cancerinformationteam@macmillan.org.uk)**

Citizens Advice. [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) (accessed May 2019).

Gov.uk. [www.gov.uk](http://www.gov.uk) (accessed May 2019).

Macmillan/YouGov online survey. April 2016 to May 2017.

Details available at [www.macmillan.org.uk/about-us/working-with-us/corporate-partners/yougov-reference.html](http://www.macmillan.org.uk/about-us/working-with-us/corporate-partners/yougov-reference.html)(accessed April 2019).

NI Direct. [www.nidirect.gov.uk](http://www.nidirect.gov.uk) (accessed April 2019).

Ofgem. [www.ofgem.gov.uk](http://www.ofgem.gov.uk) (accessed April 2019).

Which? [www.which.co.uk](http://www.which.co.uk) (accessed April 2019).

**This leaflet is about managing your energy costs if you have cancer. It explains the payments, schemes and grants that could help with your energy costs, and how you can get more support.**

**We're here to help everyone with cancer live life as fully as they can, providing physical, financial and emotional support. So whatever cancer throws your way, we're right there with you. For information, support or just someone to talk to, call 0808 808 00 00 (7 days a week, 8am to 8pm) or visit [macmillan.org.uk](https://www.macmillan.org.uk)**

**Would you prefer to speak to us in another language? Interpreters are available. Please tell us in English the language you would like to use. Are you deaf or hard of hearing? Call us using NGT (Text Relay) on 18001 0808 808 00 00, or use the NGT Lite app.**

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