

**Social**

**Electricity North West winter support for customers**

**Winter 2023**

Please see below some social media messages around the support we have for customers this winter. You can also download supporting assets here.

Social media Handles:





**X- @ElectricityNW**










**LinkedIn- Electricity North West**










**Facebook- Electricity North West**





**Download supporting assets [here](#).**

If you have any questions or need any more information, please contact: [pressoffice@enwl.co.uk](mailto:pressoffice@enwl.co.uk)

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| <p>Newsletter Copy</p> | <p><b>Help us to keep your communities safe this Winter by sharing our Extra Care message where ever you can.</b></p> <p>With the winter months fast approaching, Extra Care team from Electricity North West are reminding households that help, and support is at hand.</p> <p>The power network operator has committed to helping its customers by investing more than £300,000 in partnerships with charities and organisations throughout the region.</p> <p>By reaching out, families and individuals can access free, confidential advice and support such as:</p> <ul style="list-style-type: none"> <li>• Help and support in the event of a power cut</li> <li>• Staying well this winter</li> <li>• Help finding a warm space</li> <li>• Help accessing food</li> </ul> <p>Whilst other providers involved can assist with support for the elderly, health issues and paid support in certain professions.</p> <p>Customers can visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a> for more help and support, especially during a power cut.</p> <p>Electricity North West has also teamed up with Citizens Advice and Energy Savings Trust through the new Take Charge campaign to offer a wide range of support including income maximisation, fuel and food vouchers, access to government support initiatives, energy and debt advice, energy saving behaviours as well as supported applications for grants. Customers can visit <a href="http://www.takecharge.today.co.uk">www.takecharge.today.co.uk</a> for more information and to get in touch for extra support.</p> |
| <p>X Copy 1</p>        | <p>If you need extra support this winter @electricityNW provide:</p> <ul style="list-style-type: none"> <li> Help and support in the event of a power cut</li> <li> Confidential advice to help with your bills</li> <li> Energy saving tips</li> <li> Support to access grants and funding</li> </ul>  |

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|                 | <p>Visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a> for more information.</p>  |
| Facebook Copy 1 | <p>Are you in need of extra support this winter? The region's power network Electricity North West are on hand to provide families and individuals with free confidential advice and support such as:</p> <ul style="list-style-type: none"> <li> Help and support in the event of a power cut</li> <li> Staying well this winter</li> <li> Help finding a warm space</li> <li> Help accessing food</li> </ul> <p>They've also teamed up with Energy Saving Trust and Citizens Advice to offer a further range of support to customers to help income maximisation such as fuel and food vouchers, access to government support initiatives and support, energy saving advice and applying for grants.</p> <p>Visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a> for more information.</p>   |
| LinkedIn Copy 1 | <p>Electricity North West are on hand this winter to provide extra support to anyone who needs it. They've committed more than £300,000 to partner with charities and organisations throughout the North West to enhance the support they offer to customers.</p> <p>Families and individuals can reach out to seek free confidential advice and support such as:</p> <ul style="list-style-type: none"> <li> Help and support in the event of a power cut</li> <li> Staying well this winter</li> <li> Help finding a warm space</li> <li> Help accessing food</li> </ul> <p>They've also teamed up with Energy Saving Trust and Citizens Advice to offer a further range of support to enable customers to Take Charge. Offering help with income maximisation such as fuel and food vouchers, access to government support initiatives and support, energy saving advice and applying for grants.</p> <p>Visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a> for more information.</p> <p>#ExtraCarewinter #TakeCharge #Energysavingadvice</p> |
| X Copy 2        | <p>The region's power operator @ElectricityNW are on hand this winter to provide you with extra help and support should you need it.</p> <p>From preparing for a power cut to free confidential advice with your bills, they can help you!</p> <p>Visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a> today for more info.</p>  |
| Facebook copy 2 | <p>The region's power operator Electricity North West are on hand this winter to provide you with extra help and support with free confidential advice for:</p> <ul style="list-style-type: none"> <li> Help and support in the event of a power cut</li> </ul>   |

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|                 | <ul style="list-style-type: none"> <li> Confidential advice to help with your bills</li> <li> Energy saving tips</li> <li> Food and fuel vouchers</li> <li> Support to access grants and funding</li> </ul> <p>Visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a> today for more information and to sign up to their extra care register.</p>  |
| LinkedIn Copy 2 | <p>The region's power operator Electricity North West are on hand this winter to provide you with extra help and support should you need it.</p> <p>They can provide you with free confidential advice for:</p> <ul style="list-style-type: none"> <li> Help and support in the event of a power cut</li> <li> Confidential advice to help with your bills</li> <li> Energy saving tips</li> <li> Food and fuel vouchers</li> <li> Support to access grants and funding</li> </ul> <p>Visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a> today for more information and to sign up to their extra care register.</p> <p>#ExtraCarewinter #helpinghand #energysavingadvice</p> |
| X Copy 3        | <p>Could you do with a little help and extra support this winter? Register for @ElectricityNW's free Extra Care register for extra support during a power cut, help with bills and energy saving advice.</p> <p>Join today! <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a></p>   |
| Facebook 3      | <p>Electricity North West are on hand this winter to provide extra support for you. Their Extra Care register provides free support including help and advice from specialist partners and charities, support with energy bills, energy saving tips and help accessing grants and funding.</p> <p>The Extra Care register is available to:</p> <ul style="list-style-type: none"> <li>★ Pensioners</li> <li>★ Families with children under 5</li> <li>★ anyone with a disability or long-term medical condition</li> <li>★ anyone with a hearing or sight condition</li> <li>★ anyone who uses medical equipment that requires a power supply</li> </ul> <p>You may also be eligible if you need short-term support after a stay in hospital or recovering from an injury.</p> <p>For more information and to register visit <a href="http://www.enwl.co.uk/extracare">www.enwl.co.uk/extracare</a></p>  |
| LinkedIn Copy 3 | <p>Electricity North West are on hand this winter to provide extra support for their customers. Their Extra Care register is available for:</p> <ul style="list-style-type: none"> <li>★ Pensioners</li> <li>★ Families with children under 5</li> </ul>   |

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| <p>X Copy- Take Charge</p>        | <p>We know the cost of living is difficult for households right now. @electricityNW have launched Take Charge, a new free support service to help you with energy and money advice that you can trust. For more information visit: <a href="http://www.takechargetoday.co.uk">www.takechargetoday.co.uk</a></p>  |
| <p>Facebook copy- Take Charge</p> | <p>We know the cost of living is difficult for households in the North West right now. @ElectricityNorthWest have launched Take Charge, a free energy and money advice service to support you.</p> <p>Working with Energy Saving Trust and Citizens Advice, Take Charge can help you if you're struggling with your energy bills, need financial advice and help to access grants and funds you may be entitled to.</p> <p>Access support today:</p> <p> <a href="http://takechargetoday.co.uk">takechargetoday.co.uk</a></p> <p> 0808 169 9925</p>                |
| <p>LinkedIn copy- Take Charge</p> | <p>We know the cost of living is difficult for households right now. @ElectricityNorthWest have launched a new advice and support service to help people in the North West take charge of their finances.</p> <p>Working with Energy Saving Trust and Citizens Advice, Take Charge can help you if you're struggling with your energy bills, need financial advice and help to access grants and funds you may be entitled to.</p> <p>Access support today:</p> <p> <a href="http://takechargetoday.co.uk">takechargetoday.co.uk</a></p> <p> 0808 169 9925</p>     |