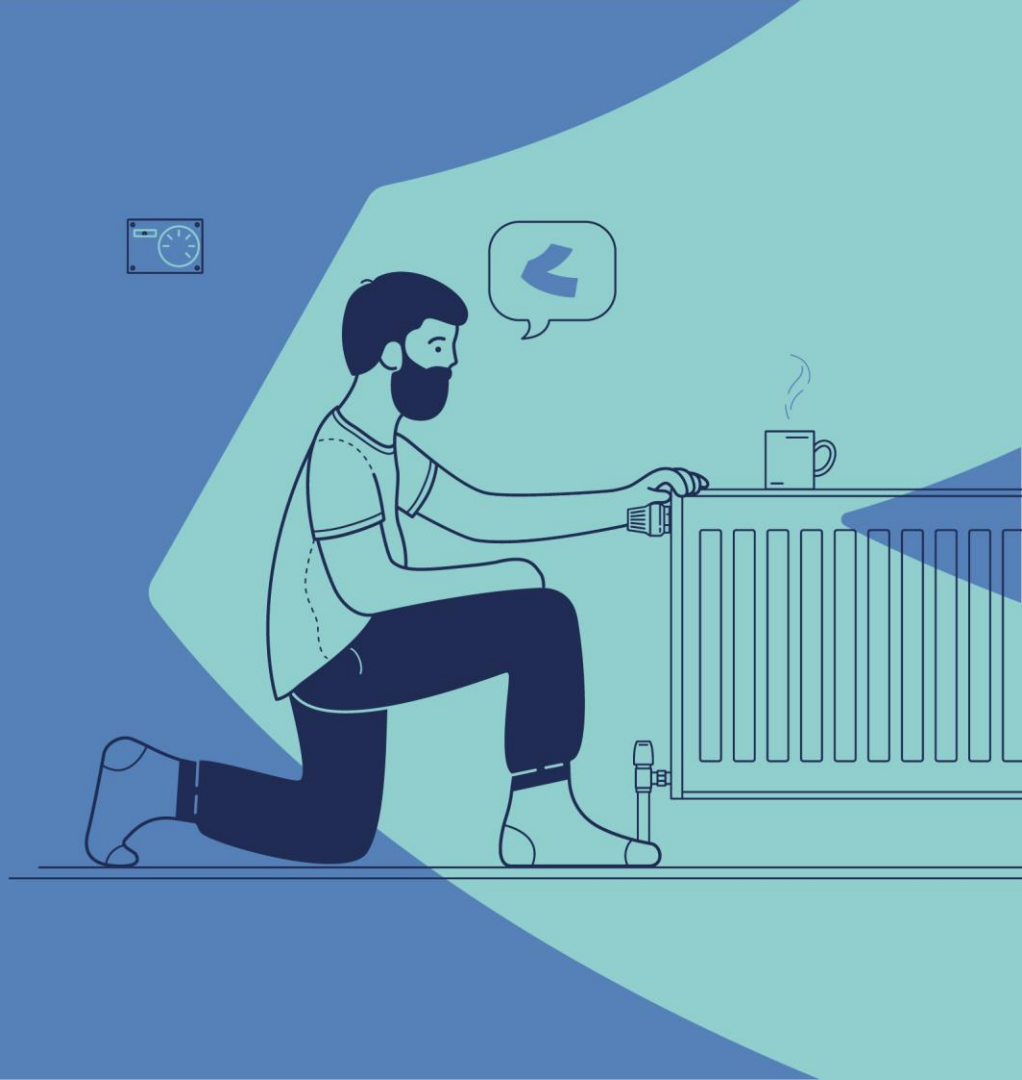


Helping you **take charge**

Partner Pack



electricity
north west
Bringing energy to your door

citizens
advice
in the
North West

energy
saving
trust

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Helping
you **take
charge**

Overview



Take Charge is here to help your audience reduce their energy bills, get support with debt, access benefits and financial support, and even secure funding for energy efficient home improvements.

Take Charge is funded by Electricity North West and delivered in partnership with Citizens Advice in the North West and Energy Saving Trust.

Customers can contact our team of expert advisors directly on freephone 0808 169 9924, chat via [WhatsApp](#) or request a free appointment on our [website](#).

Please share with your audience. We've created some content ideas and linked to useful resources you can share. Thank you for sharing our message.



Key messages

Take Charge provides free and impartial energy advice that helps customers on Electricity North West's network save energy and money.

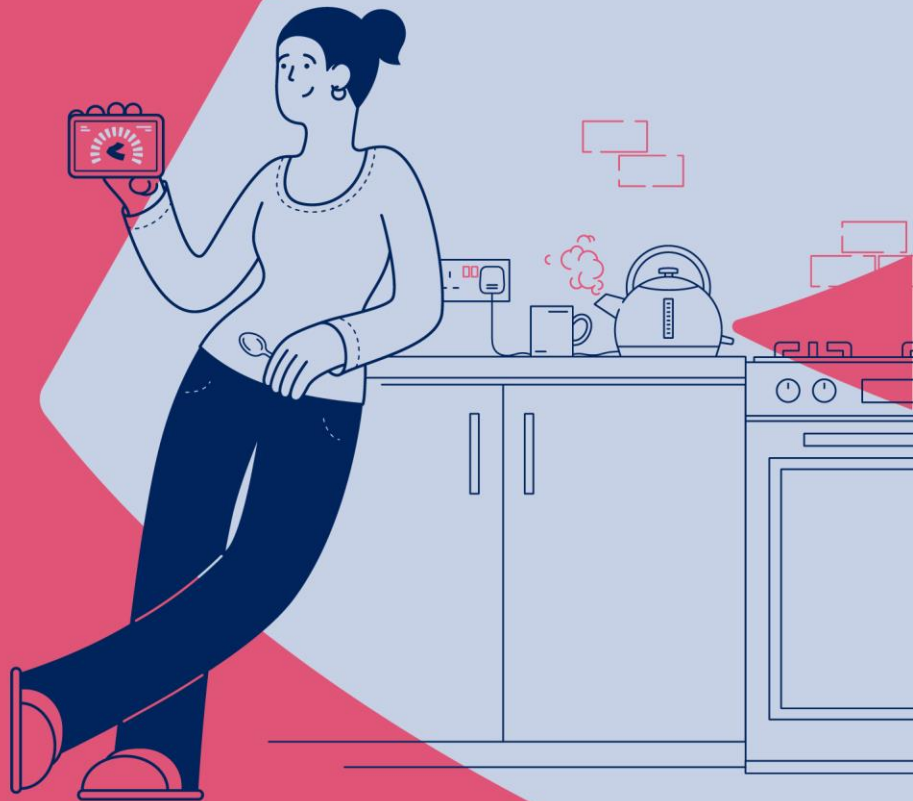
Take Charge will assist you in claiming the benefits you're entitled to and provide practical advice on managing your money and handling debt.

Take Charge can help you find out if you're entitled to grants and funding for making your home more energy efficient.

If you require extra support during a power cut, Take Charge can add you to Electricity North West's Extra Care Register.



Resources



Helping you **take charge**

Leaflet

We have created a leaflet which outlines how Take Charge can support customers, offers some quick tips to save energy and money, and details how to contact our friendly advisors.

For hard copies of the leaflet please email Jill Hendry:
jill.hendry@enwl.co.uk

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Ready to take control of your bills?

Take charge of your bills today, with energy and money advice you can trust

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Switch off standby
You can save around £55 a year just by remembering to turn your appliances off standby mode.

Careful with your washing
You can save around £27 a year from your energy bill just by using your washing machine more carefully:

- ◀ Wash on a 30-degree cycle instead of higher temperatures.
- ◀ Reduce your washing machine use by one run per week for a year.



Take control of your heating
Turning your heating thermostat down by 1 degree could save £100 a year on your energy bills. Turn down the heat in rooms you're not using to save even more, and wear layered clothes to avoid feeling the chill while chilling at home.

Thermometer cards

Our thermometer card can be placed in the room your audience spend the most time in to help them keep an eye on the temperature.

The recommended temperature for your room is between 18 and 21 degrees.

If your audience are 65 or older, or have a health condition, the room may need to be warmer.

To order thermometer cards for your audience please email Jill Hendry: jill.hendry@enwl.co.uk



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you **take
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Posters

We have multiple posters you can use to inform your audience about Take Charge.

The QR code featured as part of the posters will direct your audience to our landing page where they can find more information and contact our advisors.

For hard copies of the posters please email Jill Hendry:
jill.hendry@enwl.co.uk

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takecharge.today.co.uk 0808 169 9924

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Banners

We also have pull up banners that can be used at outreach events.

Our pull up banners direct your audience to our freephone number and Take Charge microsite which can be accessed via a QR code.

Please email Jill Hendry: jill.hendry@enwl.co.uk with banner enquiries.



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Helping you **take charge**

Worried about your bills?
Ask how we can help you
take charge, with energy and
money advice you can trust

takechargetoday.co.uk

0808 169 9924

Delivered by:
citizens advice in the North West
energy saving trust

Electricity north west
Bringing energy to your door

Helping you **take charge**

Energy and money
advice you can trust

takechargetoday.co.uk

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Content ideas



Website and news article

Take Charge offer free and impartial energy and money advice you can trust.

Take Charge is here to help you reduce your energy bills, get support with debt, access benefits and financial support, and even secure funding for energy efficient home improvements.

It's funded by Electricity North West and delivered in partnership with Citizens Advice in the North West and Energy Saving Trust.

You can contact their team of expert advisors directly on freephone 0808 169 9924 Monday – Friday between 9am – 5pm or visit www.takecharge.today.co.uk for more information.



Social media templates

Facebook / LinkedIn

- 1 Are you worried about your energy bills? Support is available. @ElectricityNorthWest's Take Charge service offers free and impartial energy and money advice you can trust. Call them today on 0808 169 9924 or visit www.takecharge.today.co.uk for more information.
- 2 If you need extra support in a power cut, Take Charge can add you to @ElectricityNorthWest's Extra Care Register to make sure you get the help you need. Call the Take Charge team today on freephone 0808 169 9924
- 3 Do you want to make your home more energy efficient? @ElectricityNorthWest's Take Charge service can check whether you are entitled to any grants or funding that can help. Call them today on 0808 169 9924 or visit www.takecharge.today.co.uk for more information.

If you have any feedback on this content, please contact: caitlin.edwards@est.org.uk

Social media templates

X (formerly Twitter)

- 1 Are you worried about your energy bills? Support is available. @ElectricityNW's Take Charge service offers free and impartial energy and money advice you can trust. Call them today on 0808 169 9924 or visit www.takechargetoday.co.uk for more information.
- 2 If you need extra support in a power cut, Take Charge can add you to @ElectricityNW's Extra Care Register to make sure you get the help you need. Call the Take Charge team today on freephone 0808 169 9924
- 3 Do you want to make your home more energy efficient? @ElectricityNW's Take Charge service can check whether you are entitled to any grants or funding that can help. Call them today on 0808 169 9924 or visit www.takechargetoday.co.uk for more information.

If you have any feedback on this content, please contact: caitlin.edwards@est.org.uk

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Social media graphics

We have created social media graphics, including animations, that can be used alongside our social media messaging.

For more information, please email Jill Hendry:
jill.hendry@enwl.co.uk

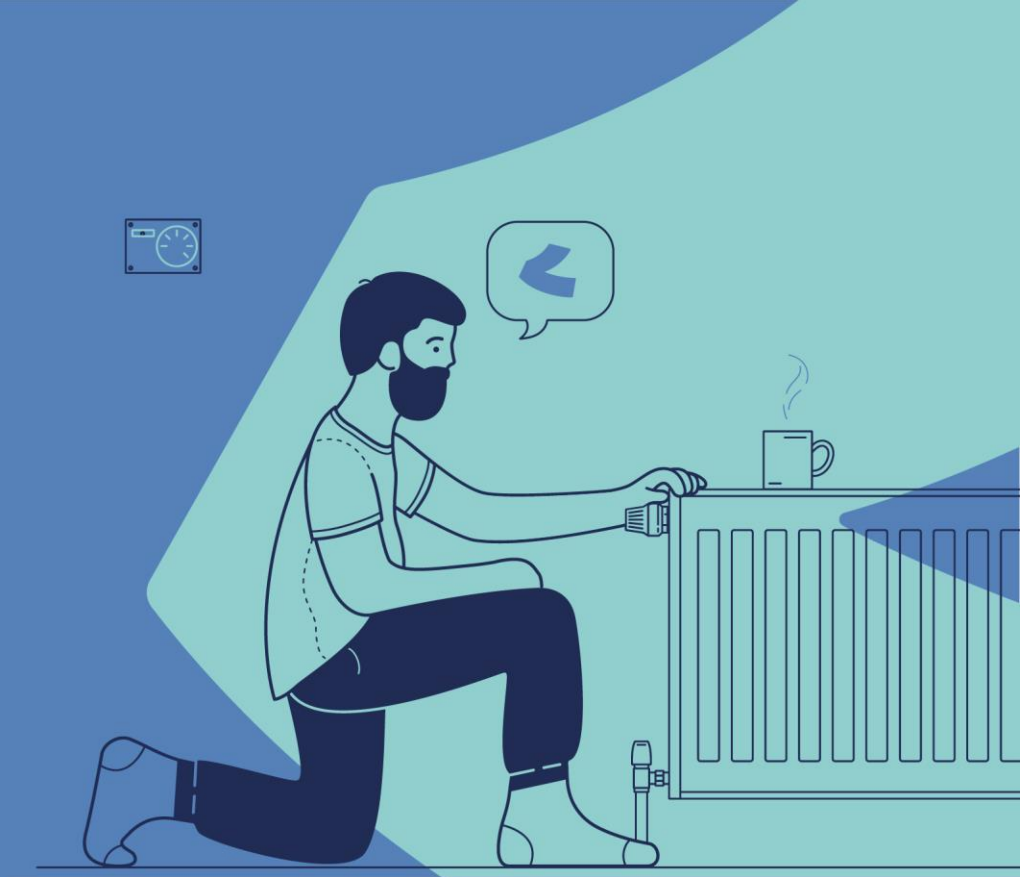


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Useful links



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Follow @ElectricityNorthWest on [LinkedIn](#) and [Facebook](#).

Follow @ElectricityNW on X (formerly Twitter).

Visit our microsite for more information:

www.takecharge.today.co.uk

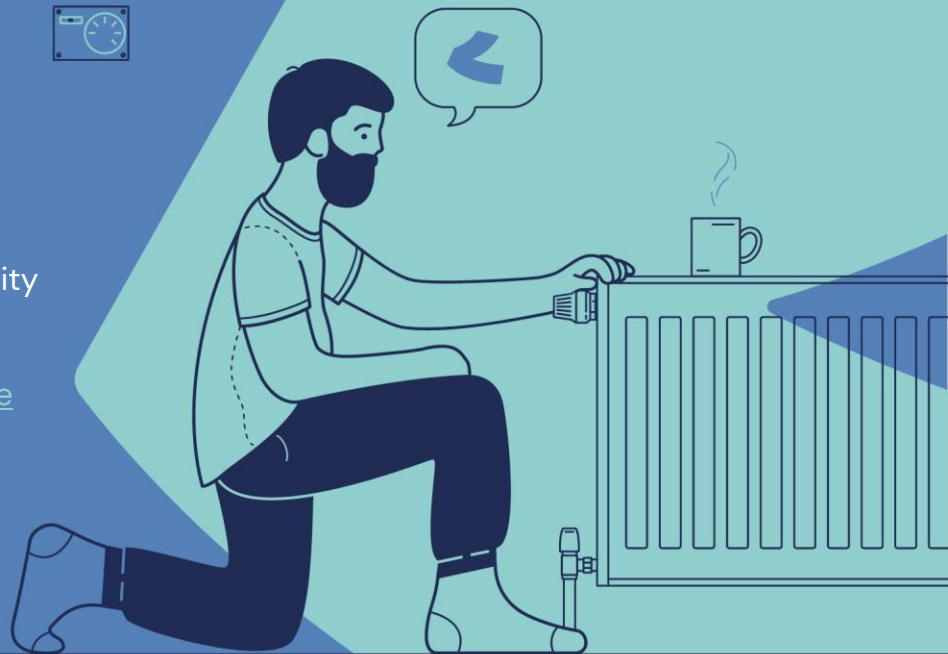
For extra support during a power cut, customers on Electricity North West's network can call 105.

Find more information on Electricity North West's [Extra Care Register](#).

Key contact details:

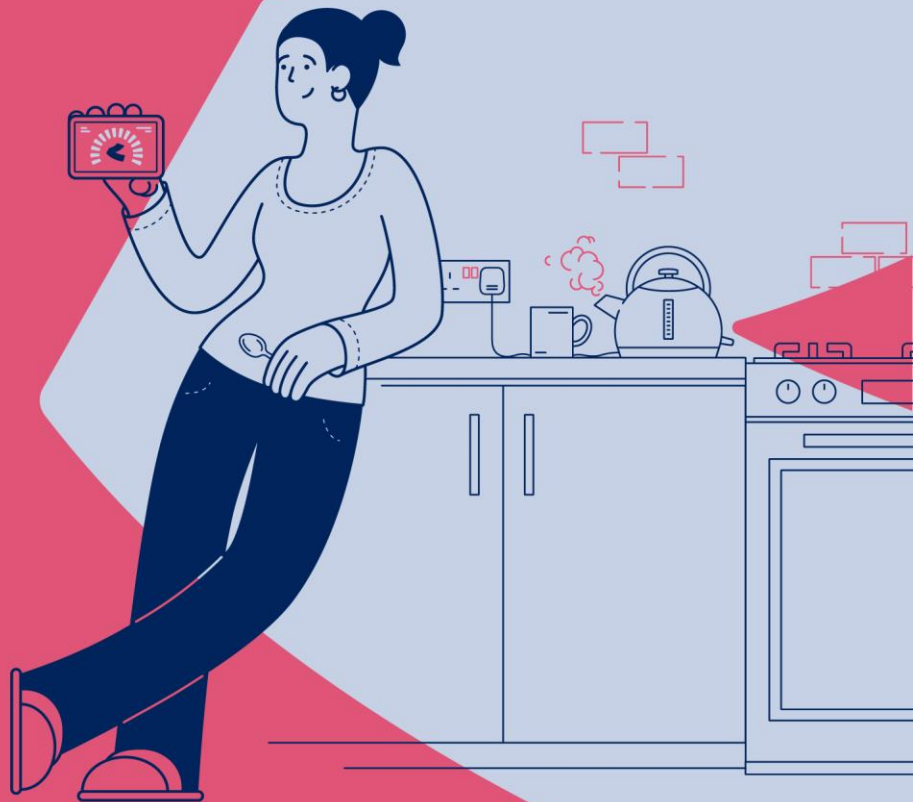
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Thank you



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