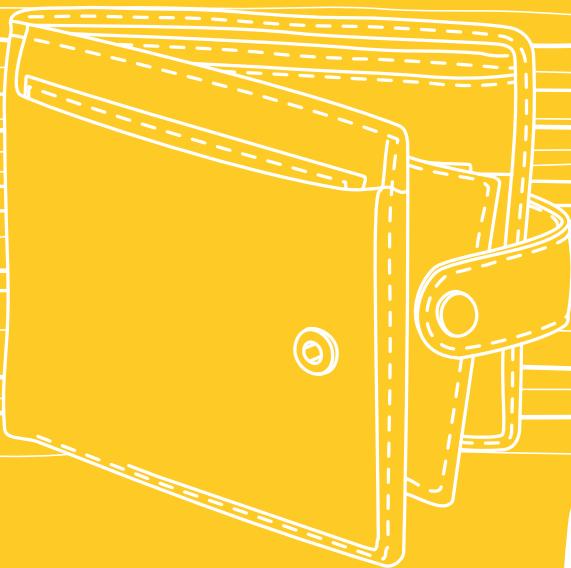


Help with energy bills and the cost of living

A guide for people living with a terminal illness





Many people are concerned about the rising cost of living, including energy bills such as electricity, gas and water. It may be especially worrying if you are also affected by a terminal illness.

If you or someone you know is worried about money, this leaflet has information about the help you may be able to get.

If you'd prefer to get information another way, call our free Support Line on **0800 090 2309*** or visit **mariecurie.org.uk/energy-bills**

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Help with your energy bills

Your energy bills might include the cost of electricity, gas and water. Here are some actions you could take, and support you could get, to help lower the cost of those bills.

The Priority Services Register

The Priority Services Register is a free support service offered by electricity and gas companies, and some water companies. It's for people who could be vulnerable, including if you have a terminal illness.

The support it offers includes:

- advance notice of planned power or water cuts
- priority support in an emergency
- nominee scheme – you can choose a family member, carer or someone you trust to communicate on your behalf
- moving your meter or regular meter reading services – for example, if you cannot get to your meter
- accessible information – for example, bills in large print or braille.

Ask your energy company what other support they can offer through the Priority Services Register.

Who can get on the Priority Services Register?

You can get on the Priority Services Register if you:

- have a disability or a long-term medical condition – including a terminal illness
- use medical equipment that requires a power supply
- would struggle to answer the door or get help in an emergency

- have reached your state pension age
- have extra communication needs.

There are other reasons why you may be able to get on the Priority Services Register that we do not list above. You can see more at [ofgem.gov.uk/get-help-your-supplier-priority-services-register](https://www.ofgem.gov.uk/get-help-your-supplier-priority-services-register)

How to sign up for the Priority Services Register

UK-wide

1. Contact the energy company you use – you or a carer could do this.
2. Give them your contact details.
3. Give them as much information as you can about your situation – for example, if you struggle to keep warm due to illness or are using electricity for medical equipment.

If you use different companies for your electricity, gas or water, you will need to contact them both.

or

Scotland

1. Visit psrscotland.com to find your energy company and sign up for the Priority Services Register.

Northern Ireland

1. Visit nienetworks.co.uk/help-advice/vulnerable-customers/medical-customer-care-register to sign up for the electricity Medical Customer Care Register.
2. Visit niwater.com/customer-care-register to sign up for the water Customer Care Register.

Winter Fuel Payment

The Winter Fuel Payment is a tax-free amount paid once a year to help with your heating bills. You must be born before 26th September 1956 and meet other criteria to get it. It's currently available across the UK.

The Winter Fuel Payment is not means-tested. This means whether you can get it, and how much you get, is not affected by your income, savings or investments. It will not affect any other benefits you may get.

Find out more about the Winter Fuel Payment at GOV.UK/winter-fuel-payment

Cold Weather Payment

Cold Weather Payments are tax-free payments for when the weather drops below a certain temperature. You usually need to be claiming certain benefits to qualify. It's currently available across the UK.

Scotland is replacing it in February 2023 with a new benefit called Low Income Winter Heating Assistance.

Find out more about Cold Weather Payments at GOV.UK/cold-weather-payment

Warm Home Discount

Some energy companies offer a Warm Home Discount scheme. This is a one-off £150 discount on your energy bill – the money is not paid to you. Check with your energy company to see if you could get the Warm Home Discount.

Find out more about the Warm Home Discount scheme at GOV.UK/the-warm-home-discount-scheme

Fuel Support Scheme (Wales)

The Wales Fuel Support Scheme is a one-off £200 payment to help towards paying winter fuel bills. You need to live in Wales and be claiming certain benefits to qualify.

Find out more at

[GOV.WALES/wales-fuel-support-scheme-2022-2023](https://gov.wales/wales-fuel-support-scheme-2022-2023)

Fuel vouchers (England, Scotland and Wales)

If you cannot afford to top up your prepayment meter, you might be able to get a fuel voucher. Your local council or food bank may be able to help you get a fuel voucher.

You could also get a fuel voucher if you do not use gas or electricity for your heating and you meet certain criteria – contact Citizens Advice (page 13) for more information.

Fuel Voucher Scheme (Wales)

If you live in Wales, you could be eligible for the Fuel Voucher Scheme. You need to be referred for support by a specific organisation and have a prepayment meter to be eligible. Contact Advicelink Cymru on 0800 792 2020 (Relay UK: 18001, then 08082 505 2020) for more information.

Energy grants

- England, Scotland and Wales: Visit [GOV.UK/improve-energy-efficiency](https://gov.uk/improve-energy-efficiency) to find energy grants and ways to save energy in your home.
- Scotland: Visit [MYGOV.SCOT/help-energy-bills](https://mygov.scot/help-energy-bills) for information about other benefits, grants and loans to help with energy bills.

- Wales: Visit [GOV.WALES/get-help-energy-efficiency-households](https://gov.wales/get-help-energy-efficiency-households) for information about the Warm Homes programme, which provides free energy efficiency improvements to eligible households.
- Northern Ireland: visit nidirect.gov.uk/articles/energy-saving-grants-your-area to find energy saving grants in your area.
- England – London only: Visit london.gov.uk/warmer-homes to find out if you're eligible for the Warmer Homes Scheme, which provides free improvements for heating, insulation and ventilation.

You might be able to get other grants too – read more at mariecurie.org.uk/grants

One-off UK government schemes

- £400 to help with energy bills – Everyone will get this payment. In England, Scotland and Wales, it will come via your energy company. If you have questions about this payment, contact your energy company directly. In Northern Ireland, the process for making this payment is being decided. Read more at gov.uk/guidance/getting-the-energy-bills-support-scheme-discount
- Cost of living payments – You may get one of these payments if you are getting certain benefits. See whether you are eligible and how the payments are made at [GOV.UK/guidance/cost-of-living-payment](https://gov.uk/guidance/cost-of-living-payment)

The support offered by the UK government may change. You can find the latest information about cost of living support at [GOV.UK/cost-of-living](https://gov.uk/cost-of-living)

Other benefits and financial support

Although there isn't a specific benefit for people with a terminal illness, you may be able to claim other disability and sickness benefits, or benefits for people with limited income or savings.

You could also receive benefits quicker because you are ill. This is called the special rules.

You can check which benefits you may be able to claim by using our free Benefits Calculator at mariecurie.entitledto.co.uk

If you have questions or need help filling in the calculator, call our free Support Line on **0800 090 2309***.

- Universal Credit – If you're aged 18 or over (with some exceptions), you (or your partner, if you have one) are under State Pension age, you have a low income and £16,000 or less in money, savings and investments.
- Disability Living Allowance (DLA) for children – For children with disabilities aged under 16 in England, Wales or Northern Ireland. In Scotland, this has been replaced by Child Disability Payment.

You can find more information about each benefit at mariecurie.org.uk/benefits or by calling our free Support Line on **0800 090 2309***.

The benefits that are available and who is eligible for them may change. For the most up-to-date information, visit mariecurie.org.uk/benefits or call our free Support Line on **0800 090 2309***.

Which benefits could I claim?

Here are the main benefits you could apply for, with some information about who is eligible for each one when you first apply.

- Personal Independence Payment (PIP) – If you're aged 16 or over, under State Pension age (with some exceptions) and need help with daily living or getting around. You need to live in England, Wales or Northern Ireland.
- Adult Disability Payment – This is replacing PIP in Scotland. You can apply if you're aged 16 or over, under State Pension age, have an illness or disability, and live in Scotland.
- Employment and Support Allowance (ESA) – If you're aged 16 or over, under State Pension age and your illness or disability makes it difficult or impossible to work.
- Attendance Allowance – If you're State Pension age or older and need help caring for yourself.



How Marie Curie can help

We help everyone affected by a terminal illness get the care and support they need, whether you have an illness yourself or you're a family member or friend.

Marie Curie Support Line

0800 090 2309*

Whatever your question, we're here to help with practical information and support on all aspects of life with terminal illness, dying and bereavement. Whether you need trusted information or to talk to someone, you can call us for free. For Support Line opening times or web chat, visit mariecurie.org.uk/support

*Your call may be recorded for training and monitoring purposes.

Check-in and Chat

If you, or someone close to you, is terminally ill, and looking for regular emotional support our Check-in and Chat service may be for you. Check-in and Chat is our befriending call-back service where you'll be matched with one of our volunteers.

For more information call the Support Line or visit
mariecurie.org.uk/check-in-and-chat

More support

Marie Curie can offer more support, including through our Hospices, Nursing Services, Bereavement Service and Helper Volunteers.

For more information, visit mariecurie.org.uk/help

Where to get more information and advice

British Gas Energy Trust britishgasenergytrust.org.uk

Helps families and individuals who are struggling to pay their energy bills across England, Wales and Scotland, no matter which energy company you are with.

Citizens Advice

Citizens Advice Consumer Service: **0808 223 1133**
citizensadvice.org.uk

Has trained advisers you can speak to and provides information on your rights, including benefits, housing, employment, debt, consumer and legal issues. Search the site for your nearest bureau in England, Wales, Scotland and Northern Ireland.

The Consumer Council

028 9025 1600 | consumercouncil.org.uk/energy

Provides free, independent support and advice for all consumers and businesses in Northern Ireland, including tips about saving money on household costs.

Energy Advice Scot

0808 800 9060 | energyadvice.scot

Provides free, practical advice and information on energy-related matters to people in Scotland.

Energy Saving Trust

energysavingtrust.org.uk

Has information about how to make your home more energy efficient and lower your energy bills.

Green Doctor

groundwork.org.uk/greendoctor

Has a Green Doctor service that offers free, impartial advice to help you take control of your bills, save energy where possible, and access other services available.

Macmillan Cancer Support

0800 090 2309 | macmillan.org.uk/cost-of-living

Provides information and support for people affected by cancer, including Energy Advisors, Financial Guides, and Welfare Rights Advisors on its Support Line.

National Energy Advice

0800 304 7159 | nea.org.uk

Provides advice and support to people in England, Wales and Northern Ireland struggling to heat their homes affordably, including a Warm and Safe Homes (WASH) Advice Service.

Ofgem

ofgem.gov.uk

The Office of Gas and Electricity Markets. Protects consumers by working to deliver a greener, fairer energy system.

Ofwat

ofwat.gov.uk/water-saving-tips

The Office for Water Services. Regulates water companies to provide consumers with a good quality and efficient service at a fair price.

Scope

0808 800 3333 | scope.org.uk

Provides practical information and emotional support for anyone with a learning disability or physical impairment in England and Wales. This includes a Disability Energy Support service where they offer free energy and water advice to disabled people.

Marie Curie

We're here for everyone affected by dying, death and bereavement in the UK. We offer expert care, guidance and support to help people get the most from the time they have left.

Marie Curie Support Line

0800 090 2309*

Got a question? Call our Support Line to speak to someone who can help, including specially trained nurses. To find out more visit mariecurie.org.uk/support

Ongoing support

Whatever your situation, you can access regular emotional support over the telephone from our specially trained volunteers through our Check-in and Chat befriending service. You can also visit community.mariecurie.org.uk to share experiences and find support by talking to people in a similar situation.

Telephone Bereavement Service

We offer a Telephone Bereavement Service for people who might want to have ongoing support, from the same person, over the phone. To find out more call free on **0800 090 2309*** or visit mariecurie.org.uk/bereavement

We can't do it without you

Our Information and Support service is entirely funded by your generous donations, so the work we do would not be possible without your help. Thanks to you, we can continue to offer people the free information and support they need, when they need it.

mariecurie.org.uk/donate

*Calls are free from landlines and mobiles.
Your call may be recorded for training and monitoring purposes.

