

Keep Herefordshire Warm

Keep Herefordshire Warm is a partnership between Herefordshire Council and Severn Wye Energy Agency. Run by a charity, **Keep Herefordshire Warm** provides a Freephone advice line and is available to all residents of Herefordshire offering the following:

Key Support Services

- Freephone **0800 677 1432** open Mon-Fri, 9am – 5pm
 - Money-saving tips, advice on heating controls and bills, help with tariff switching
- Home Visits (COVID restrictions allowing)
- Fuel Poverty and Energy Awareness training for frontline staff working in people's homes
- Access to grants for loft and cavity-wall insulation (dependent on meeting eligibility criteria*)
* The impact of COVID-19 on the employment market may mean some residents are on a lower income than last winter: they may therefore be newly eligible for support and grant funding from KHW

First-time central heating and gas connections

Free gas central heating systems are available for households without an existing system. In partnership with E.ON and Herefordshire Council, Keep Herefordshire Warm is able to support **eligible households** to receive a free central heating system. Gas connections to off-gas properties may also be available in some areas.

Call: **0333 202 4481** Apply online: <https://www.herefordshire.gov.uk/warmer-homes>

First-time central heating for off-gas properties

Free Air-Source Heat Pump central heating systems will soon be available for households off the gas-grid. In partnership with Herefordshire Council, Keep Herefordshire Warm is able to support **eligible households** to receive a free central heating system. Call: 0800 677 1432

Energy Advocate now available to support Herefordshire residents

Keep Herefordshire Warm have added an Energy Advocate to their advice team. Amy Lunt will be based in the community and available to support residents who are becoming overwhelmed by high energy bills or struggling to keep their home warm. As an Energy Advocate, she is able to act as a go-between for residents and their energy providers, working on the resident's behalf to manage debt, negotiate credits and access funding and support. She can work with a resident for as long as it takes to help them get on top of things.

Find out more: keepherefordshirewarm.co.uk/advocate

Green Homes Grant

The Government Green Homes Grant scheme can help some residents to make energy efficiency improvements to their homes by receiving up to £5,000 (£10,000 for lower-income households) as a contribution towards topping up insulation and installing low carbon heating – like air source heat pumps instead of LPG tanks, for instance. The scheme is complex and each home is different, so it's worth contacting Keep Herefordshire Warm's Green Homes Grant advisors on 01452 937996.

Find out more: <https://keepherefordshirewarm.co.uk/grants-and-funding/green-homes-grant>