

**CaringEnergy**

We're here to help

***e.on***

# CaringEnergy

## Here to help

The CaringEnergy team is dedicated to helping you get the support you need. Whether you would like advice on making your home as energy efficient as possible, or you want to find out about the best ways to pay for your energy, we're ready and waiting to help you. Take time to read this booklet, it provides advice on how we can:

### **1. Help you become more energy efficient**

- Save energy in your home
- Insulate your home
- Help with home improvements.

### **2. Help you with claiming benefits**

- Check which government benefits you're entitled to
- Find out what grants and special schemes are available
- Help you achieve affordable warmth.

### **3. Help you understand the different ways you can pay your energy bills**

- Find the right payment method to suit you
- Spread the cost of your energy over a period of time
- Make sure you're on the right tariff.

Turn over to find out what all of this can mean for you.

# **1. Help you become more energy efficient**

## **Save energy in your home**

From lighting to laundry, the less energy you use, the lower your bills will be. We can give you simple energy saving tips over the phone as well as offering our 'energy audit' to see where you could make savings. Just give us a call or visit [eonenergy.com/energyefficiency](http://eonenergy.com/energyefficiency).

## **Insulate your home**

There are lots of ways you can keep your home warmer for less money. We can talk you through the types of insulation we have on offer and what savings you could make.

## **Help with your home improvements**

We've set up the E.ON CaringEnergy fund, which could help with funding the repair or installation of heating systems, insulation measures and essential household appliances for those on low incomes. Depending on your circumstances, you may be eligible for full or part payment towards energy efficiency measures. Just get in touch to find out more.

## **2. Help you with claiming benefits**

### **Check which Government benefits you're entitled to**

There are lots of Government grants, benefits and pension credits on offer and we can help find the ones you may be eligible for.

### **Find out what grants and special schemes are available**

Our CaringEnergy team can provide you with information on all the latest energy efficiency schemes. When we're not able to help you with our own products, measures and services, we'll always try to refer you to someone who can.

We can help by referring you to the Government heating and home insulation improvement schemes, such as:

- Warm Front in England
- Energy Assistance Package in Scotland
- HEES in Wales

### **Help you achieve affordable warmth**

We're here to help you if you're struggling to pay your energy bills. Our Vulnerable Credit Management service looks at your individual circumstances and will recommend a payment plan to help you clear your outstanding debt, and keep on top of paying for the energy you're using now.

### **3. Help you understand the different ways you can pay your energy bills**

#### **Find the right payment method to suit you**

We can help you find the best way to pay your bills, whether by Direct Debit, cash, cheque, flexible payment schemes or through a prepayment meter.

#### **Spread the cost of your energy over a period of time**

If you are struggling to pay your energy bills, we can offer practical help and advice to help you become more energy efficient and to help manage your debt.

#### **Making sure you're on the right tariff**

Our StayWarm and Age Concern tariffs could help you if you are aged over 60, whilst our WarmAssist tariff is available for our most vulnerable customers.

# Our Priority Service Register

In addition to the services our CaringEnergy team offer, we also provide a Priority Service Register. If you're disabled, chronically sick or of pensionable age, we can add you to our register which may entitle you to a variety of additional services including:

- talking, Braille or large print bills
- minicom/textphone facilities
- password protection
- quarterly meter readings
- priority in an emergency
- meter moves.

If you're also in receipt of benefits, you may be entitled to:

- a free annual gas safety check.

## To find out more, please contact us.

You can either contact us by phone by calling the CaringEnergy team free on

**0800 051 1480**

Our team is available Monday to Friday 8am to 6pm

Or complete the form overleaf and we will contact you.

You can also visit our website

**[eonenergy.com/caringenergy](http://eonenergy.com/caringenergy)**

# Information Request Form

Simply tick which service you would like more help with, complete your details on the next page, post back to us free of charge and we will be in touch.

Our address is simply **FREEPOST E.ON CaringEnergy.**

Help me become more energy efficient

Help me with claiming benefits

Help me understand the different ways I can pay my energy bills

Add my details to E.ON's Priority Service Register

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Your name

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Your address

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Your postcode

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Best telephone number to contact you on

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Your email address if you have one