

Energy advice and useful contacts

Priority Services Register

Energy companies have registers of customers who are most at risk if their energy is cut off. You may be eligible for the service if you meet the criteria, for example, if are over 66, have a chronic illness or disability, or have children under five. Speak to your energy provider for more information.

Priority Services Register benefits include:

- Advance notice of planned power cuts if you depend on their energy supply for medical reasons.
- Priority in an emergency (this could include providing alternative heating and cooking facilities in the event of supply disconnection).
- Password protection scheme to provide reassurance that callers, for example meter readers, are genuine.
- Bill nominee scheme – your bill can be sent to a nominated person e.g., a family member or carer
- Quarterly meter reading services (if no one in the property is able to read the meter).
- Accessible information - Account and bill information provided in an accessible format, e.g. larger print or Braille.

If you are on the priority services register, suppliers are not allowed to disconnect your energy during the winter (October to March).

Warm Homes Discount Scheme

The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill payable between September & March each year. You may qualify for the scheme if you receive the Guaranteed Credit element of Pension Credit or you are on a low income. Visit www.gov.uk/the-warm-home-discount-scheme for more information.

Winter Fuel Payment

If you were born before 28 June 1960, you may be eligible for £100-£300 to help you pay your heating bills for winter 2026 to 2027. If you're eligible, you'll receive a letter in October or November saying how much you will receive.

Cold Weather Payment

If you live in England, Wales or Northern Ireland and receive certain benefits, you'll get a £25 payment if the temperature in your area is 0°C or below for seven days in a row.

Useful contacts

Private Sector Housing Team

We support homeowners, private landlords and tenants who live in privately rented homes in Chesterfield. We can give advice, refer you to other specialist agencies and provide practical help and financial support to make energy efficient improvements to your home.

Telephone: 01246 345 748

Email: hia@chesterfield.gov.uk

Website: www.chesterfield.gov.uk/private-housing

Warmer Derby and Derbyshire (Marches Energy Advice)

Provides home energy advice, including advice on available grants, tariffs and energy bill debt.

Telephone: 0800 677 1332

Email: wdd@mea.org.uk

National Energy Action (NEA)

NEA advise on a whole range of issues including energy bill support, supplier issues, tariffs, energy efficiency and retrofit.

Energy advice line: 0800 304 7159

Website: www.nea.org.uk/get-help

Citizens Advice

Provides free, independent advice and information on a wide range of subjects. Including debt worries, benefits claims, housing and employment problems.

Telephone: 0808 278 7954

Website: www.citizensadvice.derbyshiredistricts.org.uk

Derbyshire Law Centre

Provide free legal advice and assistance on all debt matters, housing and employment to the residents of Derbyshire.

Telephone: 0800 707 6990

Email: dlc@derbyshirelawcentre.org.uk

Ofgem

Advice if you need extra help, have difficulties with your energy supply or want to complain.

Website: www.ofgem.gov.uk/energy-advice-households

Benefits advice

Chesterfield Borough Council benefits advice service

Telephone: 01246 345345

Email: benefits@chesterfield.gov.uk

Derbyshire County Council benefits advice service

Telephone: 01629 531535

Website: www.derbyshire.gov.uk/welfare-benefits

Debt and money management advice

Step Change advice service

Telephone: 0800 138 1111

Website: www.stepchange.org

National Debtline

Telephone: 0808 808 4000

Website: www.nationaldebtline.org