

SUPPORT AND ADVICE SERVICES

NATIONAL ENERGY ACTION

Provides helpful independent and confidential advice and practical support to fuel poor and vulnerable households to help them save money, access vital benefits/ grants/ rebates and navigate the range of advice and support available in Belfast. To assist households, **free Energy Awareness and Efficiency training** sessions have been organised in the Belfast area.

Contact NEA: Tel: 028 9023 9909,

Website: www.nea.org.uk, **Facebook:** @NEANorthernIreland

NI ENERGY ADVICE LINE

Offers free comprehensive advice on saving energy in the home and energy efficiency grants.

Tel: 08001114455

Email: NIenergyadvice@nihe.gov.uk

Website: <https://www.nihe.gov.uk/Community/NI-Energy-Advice>

BELFAST SAFER HOMES SCHEME

Provides people aged over 65 years (or vulnerable adults), with advice and support to help increase home comfort levels and reduce heating costs. Some of the services include referrals to other schemes, a home visiting advice service (safety and energy efficiency), equipment e.g. touch lamps, keep warm packs (warm clothing and blankets) and Bryson Energy – Handyperson Service.

To make a referral, contact:

Freephone: 08001422865

Email: handyman@brysonenergy.org

THE CONSUMER COUNCIL

Offers energy advice for consumers during these difficult times and also provides an **independent energy price comparison tool**. You can save by switching supplier, tariff, payment methods, how you receive your bills or a combination of all these.

Tel: 028 9025 16

Website: <http://www.consumerCouncil.org.uk/energy>.

BELFAST ADVICE SERVICES

The Belfast Advice Centres across the city provide advice on a range of issues including benefit entitlement, consumer, debt, employment or housing issues.

Website: <https://www.belfastcity.gov.uk/community/community-safety-and-advice/advice/advice-providers>

CHRISTIANS AGAINST POVERTY

Provides a range of free services across Northern Ireland and the UK through local churches. CAP helps people break free from debt in cities, towns and communities across Northern Ireland.

Contact information: 08003280006

Website: <http://capuk.org/i-want-help/our-services/cap-debt-help/free-debt-help-in->

NI DIRECT GOVERNMENT SERVICES

Provides a range of tips and information on government energy support schemes.

Website: <https://www.nidirect.gov.uk/articles/staying-warm-winter>

GRANTS AND PRACTICAL ASSISTANCE

BOILER REPLACEMENT SCHEME

Helps homeowners with the cost of replacing boilers. The boiler must be at least 15 years old. It is for homeowners with a total income of less than £40k.

Contact Information:

Email: energyefficiency.psis@nihe.gov.uk

FUEL STAMP SCHEME

Belfast City Council's fuel stamp scheme helps householders save for home heating oil, by spreading the cost of their fuel. Residents can buy oil stamps from participating retailers, collect them on a savings card and use the value of the stamps to pay for all or part of an oil purchase when placing an order.

Contact Information:

Website: <https://www.belfastcity.gov.uk/community/housing/home-heating>

BELFAST WARM & WELL SCHEME

Provides advice and practical support to vulnerable people to help stay warm and well through the provision of heating measures and financial assistance (subject to assessment) to help alleviate the effects of living in cold and damp homes.

Contact National Energy Action (NEA): Tel: 028 9023 9909, Email: warmandwell@nea.org.uk, Facebook: @NEANorthernIreland

HOME SAFETY CHECK SCHEME

Belfast City Council offers **home safety checks** for residents with young children and would refer to other schemes and support where applicable in relation to fuel poverty issues e.g., broken heating system in a rented property.

Contact or make a referral:

Tel: 028 9027 0428

Email: envhealth@belfast.gov.uk

AFFORDABLE WARMTH SCHEME

Supports vulnerable, low income households (gross income of less than £23,000), who are in owner-occupied or private rented properties. Provides grant aid to improve energy efficiency measures within the home and makes referrals to all other schemes and support.

Contact Belfast City Council

Tel: 028 9027 0651 (office hours),

website: <https://www.nihe.gov.uk/Housing-Help/Affordable-Warmth-Boiler-Replacement/Affordable-Warmth-Scheme>.

NORTHERN IRELAND SUSTAINABLE ENERGY PROGRAMME

On behalf of the Utility Regulator in Northern Ireland, Energy Saving Trust is the Programme Administrator of the Northern Ireland Sustainable Energy Programme (NISEP). This is an £8 million fund, collected from both domestic and commercial electricity customers through a public service obligation (PSO). Households across Northern Ireland can benefit from the NISEP with funding being used for such energy efficiency schemes:

- [Boiler upgrade](#)
- [LED light bulbs](#)
- [Hot water tank jacket](#)
- [Water widge](#)
- [Remote smart heating controls](#)
- [Radiator panels](#)
- [Draught proofing](#)

The majority of the funding (80%) has been targeted at vulnerable customers. All schemes run on a financial year basis and there are currently 12 scheme managers delivering these schemes.

[NISEP schemes for 2022-23](#) are now open. Please follow the instructions below on how you can apply.

How to apply

1. Download the full list of NISEP List of Schemes
2. Identify the scheme you are interested in and contact the Scheme Manager or follow the Application Details

[Find out more](#)

If you want to discuss with an energy advisor, you can contact the [Northern Ireland Energy Advice service](#) online, or call freephone 0800 111 4455.