



# Energy Advice for Disabled People



**This leaflet has been created by the  
Diverse Trailblazers Advisory Group**

It provides information and support for households about energy and water services. We want everyone in our community to know about the support available to them. This will help you make informed decisions about your energy and water needs. It offers advice on managing bills and finding support services.

Supported by

**SCOPE** Community Disability  
Energy Advice

**Cadent**  
Your Gas Network

# Join the Priority Services Register

The Priority Services Register (PSR) is a free service. It provides support for customers needing extra help. Joining the register will get you:



- Bills in accessible formats.
- Help with meter readings.
- Free gas safety checks.
- Access to the nominee and password scheme.
- Priority help if there is a power cut, gas leak, or interruption to your water supply.

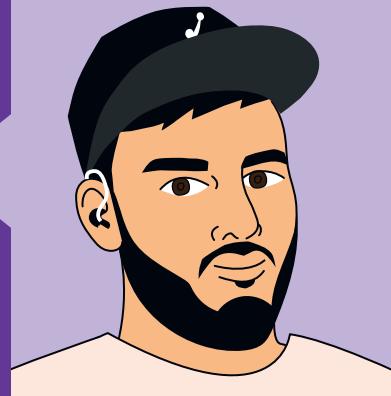
Check the useful links section to join the register. If you need help, contact Scope's community energy advice service to register which is also listed in the useful links section.

## Save on water bills

Your water company has schemes to help those who have a disability or have a long-term health condition. An energy advisor from Scope's community energy team can help you (see the useful links section). They can identify your supplier, their schemes, and the eligibility criteria.

# Smart Meters

A Smart Meter lets you see how much energy you are using. It sends readings to your supplier automatically. This keeps your bills accurate and up to date. Contact your energy supplier to get a smart meter fitted in your home. You can also request an optional in-home display unit, so you can check your usage.



## IE Hub

IE Hub is a free online budgeting tool that helps you to create and manage your household budget. It can help you take control of your finances and debts you may have. The IE Hub has a benefits checker which can help you see if you are missing out on any payments you are entitled to. Check the useful links section to access the IE Hub.

### Useful links

Scope Community  
Disability Energy Advice  
Team Information:  
[www.scope.org.uk/  
community-disability-energy-  
advice](http://www.scope.org.uk/community-disability-energy-advice)

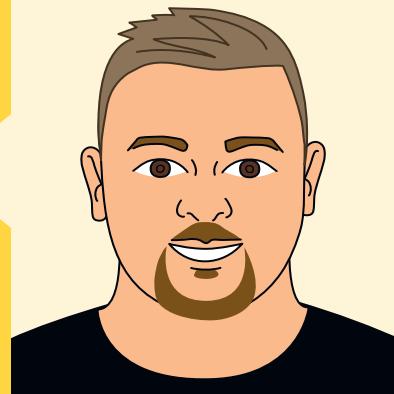
Email: [CDEA@scope.org.uk](mailto:CDEA@scope.org.uk)  
Priority Services Register:  
[www.thepsr.co.uk](http://www.thepsr.co.uk)

IE Hub:  
[www.IEHub.co.uk/  
scopewinter](http://www.IEHub.co.uk/scopewinter)

Carbon Monoxide Safety:  
[www.coalarmssavelives.com](http://www.coalarmssavelives.com)

# Carbon Monoxide

Carbon monoxide is a poisonous gas. Fossil fuels produce this poisonous gas when they burn inefficiently. It is invisible to our senses due to its lack of colour, taste and smell. If you rent a property, your landlord must fit a carbon monoxide alarm in your property. If you own your home, fit a carbon monoxide alarm. Scope's community energy support team can help with this (see below). If you suspect a leak, call the National Gas Emergency Service number on: 0800 111 999.



## Scope Community Disability Energy Support

Scope has a dedicated Disability Community Energy Support team to help you:

- Manage energy and water debts.
- Changing your meter.
- Energy and water efficiency.
- Accessing benefits, grants and trusts.
- Contacting or complaining to your supplier.
- Understanding your gas and electricity bills.
- Understanding how to use your heating system.

Contact the friendly team via email  
at: [CDEA@scope.org.uk](mailto:CDEA@scope.org.uk)

To find out where Scope's advisors will be,  
visit [scope.org.uk/community](http://scope.org.uk/community) or scan this  
QR code.



# Money Saving Tips

Below are some tips to help you reduce how much energy you use in your home.

- Speak to your energy or water supplier, as they can help you lower the cost of your bills if you have a disability.
- Turning down radiators in rooms you are not using can save around £50 a year.
- Washing clothes at 30 degrees and doing one less load of washing a week can save you around £29 a year.
- Drying clothes on a rack or outside if possible, this can save you around £60 a year.
- Wash up in a bowl rather than using a running tap. If using a dishwasher, doing 1 less load a week can save around £14 a year.
- Turning appliances off at the socket can save £55 a year. Use smart plugs.
- Draught-proof your windows, doors, letterboxes and keyholes. This can save around £95 a year.
- Use energy-saving bulbs.
- Avoid electric heaters.
- Only boil as much water as you need in a kettle.
- Use air fryers.



# Sophie's Housing Journey

After a year of living independently, I heard a knock at my door. It was a lovely person from my energy supplier. They enquired about my gas and electricity bills and asked if I or anyone in my household had a disability.



They advised that I could be eligible to reduce my bill due to my disability and helped me to start that process. I did the same with my water supplier. They asked how much water I use daily, how long my shower takes, and if I needed to do more laundry. They advised me that I could receive a reduction on my water bills because of my disability. If I had known that I was able to get a reduction in my bills, I would have saved a lot more money. I have found the information on this leaflet to be of great benefit, and it has helped me save more money.



We would like to express our sincere gratitude to all the individuals who have contributed to the creation of this leaflet - Abdullah Malik, Ellen Macleod, Phil Davies, Sophie White and Zahra Naseem.