

**Keep Shropshire Warm is an energy advice partnership between Marches Energy Agency (MEA) and Shropshire Council. We accept referrals on behalf of residents from friends, family, and professionals – or residents can contact us directly. Advice is given over the phone by trained energy advisors. For those who need it, there is the option of a follow up home visit or ongoing casework support.**

**The Keep Shropshire Warm team can provide advice in relation to:**

- Keeping warm at home
- Financial support and discounts
- Energy bills, tariffs & suppliers
- Support during power cuts
- General energy use/behaviour
- Energy efficiency grants – for heating & insulation
- Retrofitting energy measures (see notes below)

**Feedback**

“ Thanks to your whole team for helping me apply for the heating grant. Our old storage heaters have now been brought up to date. Living in a cold house is not much fun - it's stressful and tiring and I'm always concerned about my daughter feeling the cold. This is a life changer for us. ”

**Shropshire resident**

**Sustainable Warmth Shropshire** - Energy efficiency grants available to help with heating, insulation and improving the energy efficiency of homes. Eligibility criteria apply - the Keep Shropshire Warm team can advise or residents can apply online directly here: <https://www.shropshire.gov.uk/keep-shropshire-warm>

- Loft, cavity and solid wall insulation
- Park home insulation
- Floor and roof insulation
- Air source heat pumps, as first-time central heating or to replace old or broken LPG, oil or solid fuel heating systems
- Modern high heat retention electric storage heating
- First-time double glazing and external door upgrades
- Solar PV panels and battery storage technology

Scan the QR code for our application form



**Priority Services Register** – we can register vulnerable householders so that they are prioritised in the event of a power cut.

**Warm Home Discount** applications - eligible residents may be able to obtain a £140 energy bill discount.

**Benefits checks** referrals to Age UK and Citizens Advice, to help residents access the support they're entitled to.

**Fuel Debt Fund** - we can access funding for householders worried about energy debt. This can be used to clear part or all of the debt to provide a fresh start. We also work with householders to help them avoid accruing debts in future. Referral link can be found [here](#).

**Pre-Payment Meter Vouchers** – we have a limited number of pre-payment vouchers that can be issued to residents who have a pre-payment meter and are at risk of self-disconnection.

**Health and cold homes** – Healthy Homes Shropshire provides in-depth support to those struggling with a cold home and health conditions or other vulnerabilities. In addition to our usual suite of support, we can now also help with flexible crisis support including small grants.

**Retrofitting energy measures** – we have a pilot project looking at how to upscale the retrofitting of energy measures to existing properties in the Marches. This will include providing a fully-funded Energy Efficiency survey for your home. If residents are interested in being involved, encourage them to get in touch – reference 'Future Ready Homes' to enable them to be directed to the right team.