

### Useful contacts

#### Get help with an energy problem:

Visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy).

Call the Citizens Advice consumer service for energy advice: **0808 223 1133**, or chat to us online: [citizensadvice.org.uk/energychat](https://citizensadvice.org.uk/energychat).

Available 9am to 5pm, Monday to Friday.

#### Reduce your energy bills:

Save money on your energy bills by finding ways to use less energy and improve your home's energy efficiency.

To find out more go to: [citizensadvice.org.uk/saveenergy](https://citizensadvice.org.uk/saveenergy).

Energy efficiency for home owners at GOV.UK: [gov.uk/improve-energy-efficiency](https://gov.uk/improve-energy-efficiency), or call: **0808 223 1133**.

Energy Saving Trust: [energysavingtrust.org.uk](https://energysavingtrust.org.uk).

Call our debt helpline if you're having issues with money and debt: **0800 240 4420**, or talk to us online: [citizensadvice.org.uk/debt-and-money](https://citizensadvice.org.uk/debt-and-money).

Available 9am to 8pm, Monday to Friday, and 9.30am to 1pm, Saturday.

### Contact our energy advisers

Get in touch to arrange a home visit, telephone or local office appointment.

Complete the online form available on our website by scanning the **QR code** below.

Email us: [energy-advice@citizensadvicecw.org.uk](mailto:energy-advice@citizensadvicecw.org.uk).

Call our Adviceline: **0808 2787 806**, 10am - 4pm, Monday to Friday. Calls are free from mobiles and landlines.



[citizensadvicecw.org.uk](https://citizensadvicecw.org.uk)



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# Energy advice service

## How we can help



**citizens  
advice**

**Cheshire  
West**



### Free energy advice

Our Energy Advice Team is available to help with your energy concerns.

The service is free, confidential, independent and impartial and can help you make your home more energy efficient, reduce your energy bills and take control of your energy use.

Whether you own or rent, our team offers personalised expert advice, guidance and resources to help you save energy and money.

#### We can help you:

Check if you can get financial support;

Maximise your income;

Save money on your energy bills;

Make sure you're on the best energy plan for your needs;

Access new or improved heating and insulation for your home which can include, subject to eligibility, the installation of new first time central heating systems, boiler upgrades and insulation.

Our team of advisers are here to help and offer telephone or in-person advice in your home or at one of our local offices.

### Community workshops

Want to help your community cut energy costs and save money?

Our friendly Energy Advice Team run engaging talks packed with practical tips and ideas to reduce household energy bills.

Whether it's a coffee morning, community group, warm space, or open day, we'd love to come along and get involved.

Book us for your next event and help your community save energy.

#### Get in touch

Find out more about our community workshops and online or in-person workplace training.

Email us:  
**energy-  
advice@citizensadvicecw.org.uk**

### Workplace training

Our Energy Advice Team offers free, expert-led training workshops for staff and volunteers who support people living in or at risk of fuel poverty.

Living in a cold home can seriously impact health. These sessions are designed to equip frontline workers with the knowledge and confidence to:

Support households to save money, stay warm, and improve physical and mental wellbeing;

Signpost individuals for help, advice and financial support.

We offer organisations access to a dedicated referral pathway into our Energy Advice Team for more tailored support.

#### Our impact

In 2024 we supported more than **3,000 households** with in depth energy advice through appointments, phone, email and drop-in events, and made over **200 home visits**.

We provided nearly **4,000 households** with light touch energy saving information at community events and helped over **1,100 households** with heating costs through our Heating Bank.

