



COVID- 19 HELP AVAILABLE

Energyworks at Groundwork are offering telephone support to those who are self-isolating, vulnerable and/or high risk of covid-19. We can offer free support to people in all tenures across Burnley issues relating to their energy and keeping a warm home.

The services we can offer are:

- Switching suppliers
- Capping water rates and freezing payments where eligible
- Metering issues
- Pre-payment meter advice – how to top up, where to top up, possible pre-loaded cards sent to the resident by their energy provider where eligible
- Behavioural advice on how to keep your home warmer for less
- Help understanding heating controls, including storage heaters
- Home visit when restriction have been lifted where we can fit small energy saving measures in the home
- Onward referrals to external agencies for further support.
- Onward referrals for large energy efficiency measures, where eligible to external organisations.

 Call us on our free phone number: 0800 090 3638

 Energyworks@groundwork.org.uk

 <https://www.groundwork.org.uk/projects/fuel-poverty-greater-manchester/>

 Energyworks Groundwork

