

**If You Need Extra Help**

Your fuel supplier has a special register for disabled or vulnerable customers. If you are on the register, then you may get special services like free gas safety checks, more frequent meter readings, or home visits to give energy saving advice.

For information contact your fuel supplier to get details of their special services for vulnerable people.

Scottish Gas Care Register      **0845 955 5404**  
Scottish Hydro Electric Careline      **0800 015 0354**  
Scottish Power Carefree      **0845 272 7111 or 0141 568 6276**

**Other Useful Phone Numbers**

Citizens Advice Bureau (check your telephone book for the local office)  
Energy Advice Centres      **0800 512 012**  
Energywatch (Fuel complaints)      **0845 906 0708**

**Main Fuel Suppliers**

There are now many fuel suppliers and we cannot list them all.

Scottish Hydro Electric	General Enquiries Emergencies	<b>0800 300 000</b> <b>0800 300 999</b>
Scottish Gas	General Enquiries Emergencies	<b>0845 609 1122</b> <b>0845 609 1122</b>
Scottish Power	General Enquiries Emergencies	<b>0845 27 27 111</b> <b>0845 27 27 999</b>
Water Emergencies	Scottish Water	<b>0845 600 8855</b> <b>0800 111 999</b>
Any Gas Supply Emergencies		<b>0800 111 999</b>

Age Concern Scotland, 113 Rose Street, Edinburgh EH2 3DT.

Tel: 0131 220 3345 Fax: 0131 220 2779

Email: [enquiries@acscot.org.uk](mailto:enquiries@acscot.org.uk) Web: [www.ageconcernscotland.org.uk](http://www.ageconcernscotland.org.uk)

Working for older people in Scotland

# Fight the Freeze

For a Free Fight The Freeze Information Pack and/or our brief guide to Money Benefits call **Age Concern Free on 0800 00 99 66**

## What To Do If.....

### • There is a severe weather emergency

**Firstly, call your local Council.** They will have a plan for dealing with older and vulnerable people in severe weather. They may operate extra services for you over a severe weather period.

**Next, call a friend.** Let them know that you're at home and if you need help. You can look out for friends and neighbours and let them know that you're there if they need help.

You can also contact your local Age Concern group.

They may be able to help you. Your local Council's number and Age Concern group should be in the telephone book.

Alternatively, for the details of your local Age Concern group, please contact us on **0131 220 3345**.

### • You cannot pay your fuel bill

The government Winter Fuel Payment means that you should get £200 per household for help to pay high winter fuel bills if you are 60 or over.

If you still cannot pay your bill, don't stop heating your house. Call your fuel supplier. They may offer extended payment terms, so that you can pay off the bill over the course of the whole year.

Winter Fuel Payments helpline **08459 15 15 15**.

### Free Central Heating

The Energy Action Grants Agency is administering the scheme to install free central heating for over 60s who own their own homes or rent from a private landlord. If you do not have central heating, phone EAGA on **0800 316 1653** and they will send you an application pack.

The £2,500 package offered (estimated to save up to £550 per year from fuel bills) includes home insulation energy advice, and a benefits check.

### Is Your Home Snug?

Carrying out draught proofing and insulation will not only keep your home warmer, but will save you money as well. You might be able to get a grant of up to £500 to help you insulate your home. Contact EAGA on **0800 072 0150** for more details of the Warm Deal.

### Cold Alarms

If you are worried about the temperature dropping to dangerous levels, Scottish Power can supply a cold alarm which will alert you when it gets too cold.

For details ring Scottish Power on **0800 88 99 00**.