

Supporting vulnerable households to stay warm and well in their home



HEAT

Home Energy Advice Team (HEAT) is an independent energy advice and advocacy service delivered by The Wise Group. This service is available to vulnerable and/or fuel poor households across England and Wales that require support to resolve any energy related issue and struggling to pay their energy bill. A dedicated Energy Mentor will get in touch by telephone to discuss what assistance can be provided. This includes:

- Tackling energy emergencies
- Managing fuel debt and related issues
- Saving money on fuel bills
- Accessing energy grants and crisis funds
- Accessing targeted schemes and initiatives
- Optimising energy usage
- Increasing energy efficiencies
- Specific energy advice and information

We support people through a mentoring approach where possible to drive behavioural change to enable them to take control of their energy usage, to reduce and manage their bills. Our approach focuses on the customer's needs foremost so everything we do is person-centred. We find this to be the most effective method in achieving sustainable change, preventing the customer's need for repeated crisis support. Our support is not time limited, recognising the unique needs and different levels of support required by each customer

Target customer groups

PEOPLE AGED 65+

**HOUSEHOLDS RECEIVING
UNIVERSAL CREDIT**

**PEOPLE WITH
DISABILITIES**

**LOW-INCOME
HOUSEHOLDS**

**ANYONE IN FUEL POVERTY/
STRUGGLING WITH COSTS**

**OUT-OF-WORK
HOUSEHOLDS**

To make a referral

If you are working with an eligible client/service user who requires energy advice and support, please complete our online [referral form](#)

For urgent referrals, contact us on **0800 092 9002 (OPTION 1)**