



**St Pauls**  
Advice Centre

# Stay warm & well

**Struggling to pay your energy bill?  
Here's a handy guide on  
how to manage.**



# Do you have to choose between Heat or Eat?

If you are struggling to afford your energy bills, this could cause issues in your home such as damp or frozen pipes, leading to health problems such as asthma or even hypothermia. This guide outlines the help available to you.

## First, ask for help

- Tell your supplier you are struggling. They may be able to help via their Priority Services Register (see below)
- Make sure your meter readings are correct
- Check if you have received your full entitlement of fuel vouchers at [www.fuelbankfoundation.org](http://www.fuelbankfoundation.org)
- Check if you are entitled to Warm Home Discount at [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)
- Apply for a grant from British Gas Energy trust (you don't need to be a British Gas customer) at: [britishgasenergytrust.org.uk](http://britishgasenergytrust.org.uk)
- Apply to local Assistance Schemes (via your local authority)

### Priority Services Register

You may be entitled to extra help from your energy supplier, via their Priority Services Register (PSR). They can help if you are disabled, have a long-term illness, are elderly, have young children, financial problems, don't speak

or read English well, have sight or hearing difficulties or mental health problems. Give them a call to check.

### Benefits calculators

Check if you are getting your full entitlement to benefits - even if you are working: [www.turn2us.org.uk](http://www.turn2us.org.uk) and select 'benefits calculator' or in Bristol: [bristol.entitledto.co.uk/home](http://bristol.entitledto.co.uk/home)

## Make changes at home

- Turn down your radiators or boiler by 1 or 2 degrees.
- Use your central heating timer.
- Don't over fill kettles.
- Take showers instead of baths.
- Microwaves, slow cookers and air fryers are cheaper to run than an oven.
- Take it in turns to go to neighbours, friends or family to share warmth, food and company.

If this is affecting you physically or mentally, talk to your GP. You are not alone.

## Get further support

### **Centre for Sustainable Energy**

[www.cse.org.uk](http://www.cse.org.uk)  
0800 082 2234

### **Age UK (if you are over 55)**

[www.ageuk.org.uk/bristol](http://www.ageuk.org.uk/bristol)  
0117 922 5353

### **National Energy Action (NEA)**

[www.nea.org.uk](http://www.nea.org.uk)  
0800 304 7159

### **Money Saving Expert**

[www.moneysavingexpert.com](http://www.moneysavingexpert.com)

### **National Debt Line**

[www.nationaldebtline.org.uk](http://www.nationaldebtline.org.uk)  
0808 808 4000

### **Stepchange**

[www.stepchange.org.uk](http://www.stepchange.org.uk)  
0800 138 1111

### **Scope (Disabled Support)**

[www.scope.org.uk](http://www.scope.org.uk)  
0808 801 0828

### **The Trussell Trust (food bank)**

[www.trusselltrust.org](http://www.trusselltrust.org)  
0172 258 0180

## Feeling overwhelmed? We can help

St Paul's Advice Centre can work with you to ensure that you are getting all the support you are entitled to and help you to apply for grants and energy vouchers.

We can also check if you are getting your full entitlement to benefits and can help you to plan your income and expenditure.

**For more information and support please call 0117 955 2981 or email [enquiry@stpaulsadvise.org.uk](mailto:enquiry@stpaulsadvise.org.uk)**



## Welcome Spaces

There are places around Bristol that you can go to keep warm, charge phones and laptops, use Wi-Fi and access mental health support. Some have food banks attached and some offer free food and drinks on certain days. Our local ones are:

**St Werburghs  
Community Centre**  
Horley Rd BS2 9T Mon-Sun  
9am-9pm  
0117 955 1351

**The Learning Centre**  
Grosvenor Road, St Pauls  
BS2 8XJ  
0117 914 5470

**Kensington Baptist Church**  
Stapleton Rd Easton BS5 ONX  
Saturday 12-2pm  
0117 951 1202

**Bannerman Road  
Children's Centre**  
All Hallows Rd BS5 0HR  
Mon- Fri 8am-4pm  
0117 903 0269

**Easton Community Centre**  
Kilburn St BS5 6AW Mon-Fri  
8am-6pm 0117 954 1409



**Wellspring  
Settlement Centre**  
41-43 Ducie Rd Barton Hill  
Mon-Fri 8.30am- 5pm  
0117 955 6971



St Pauls Advice Centre is a local independent charity who provide free, professional advice to people living in St Pauls and East Bristol.

146 Grosvenor Road, St Pauls, Bristol BS2 8YA

**T** 0117 955 2981 **E** enquiry@stpaulsadvise.org.uk

 @stpaulsadvise  /stpaulsadvise

**[www.stpaulsadvise.org.uk](http://www.stpaulsadvise.org.uk)**

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