

## **Free help with energy bills/debt for residents in Leeds**

In Leeds, you can access **free, confidential and impartial** help and advice on debt, money and other issues through a number of local organisations. ([www.leedsmic.org.uk](http://www.leedsmic.org.uk))

The organisations listed below offer citywide specialist advice and support for Leeds residents on a range of energy related matters as well as referrals or signposting for emergency fuel payments and vouchers where appropriate. One to one tailored support is available via digital, telephone and face to face appointments.

### **Leeds Welfare Support Scheme**

Emergency/Urgent support for residents unable to afford to pay for essentials such as food, gas and electric. Signposting and referrals are also available to other support organisations for wider help and support.

**Contact:**

0113 376 0330

<https://www.leeds.gov.uk/benefits/help-with-food-and-bills>

### **Green Doctor - <https://www.groundwork.org.uk/services/green-doctor/>**

Specialist Fuel and energy advice across Leeds (and the North East and Yorkshire), offering support on most areas including tariff comparison/switching, energy bills and debt, meter connection, access to emergency top ups, Emergency broken heating/hot water/gas appliances, priority services Register sign up for vulnerable people and energy efficiency advice.

Green Doctor also work as part of the [HomePlus Leeds](#) project which includes Care & Repair Leeds and [AgeUK](#), and covers a range of home care support for the elderly, including home safety measures and a 'hospital to home' scheme.

**Contact:**

0113 238 0601

[greendoctorleeds@groundwork.org.uk](mailto:greendoctorleeds@groundwork.org.uk)

### **Money Buddies Energy Plus Service - <https://moneybuddies.org.uk/services/>**

Leeds based service offering money and energy saving advice, help with reading bills and meters, energy saving equipment and support for energy provider disputes and complaints.

The service also offers access to free legal debt advice and support to prevent energy disconnections.

**Contact:**

0113 2350276

[admin@egac.org](mailto:admin@egac.org)

### **Citizens Advice Leeds - <https://citizensadviceleeds.org.uk/fuel-bills/>**

Citizens Advice Leeds, in conjunction with Northern Powergrid and Newcastle Citizens Advice have launched a project to help clients in West Yorkshire and the North East with fuel and energy.

This includes help with bills and tariffs, debt advice, negotiating with creditors, securing charitable or other assistance, making complaints and resolving disputes with Energy Suppliers and the Energy Ombudsman. The service can also refer to Green Doctor and other agencies where appropriate.

#### **Contact:**

0800 448 0721

[online form](#)

Energy Affordability webchat service and [online self-help guides](#) are also available

### **Scope Disability Energy Support - <https://www.scope.org.uk/disability-energy-support/>**

Service open to any disabled person or households in England or Wales, providing expert advice including managing energy debt, switching tariffs or supplier, energy efficiency, accessing energy benefits, grants and trusts, contacting or complaining to suppliers, understanding gas and electricity bills and understanding heating systems.

#### **Contact:**

0808 800 3333 (freephone)

[disability.energysupport@scope.org.uk](mailto:disability.energysupport@scope.org.uk)

## **Other Support**

### **National Support Schemes and Payments**

Please note: the organisations listed above provide one to one help and advice for these schemes:

- [Warm Home Discount Scheme - GOV.UK \(www.gov.uk\)](#)
- [Cold Weather Payment](#)
- [Winter Fuel Payment](#)

### **Yorkshire Water - <https://www.yorkshirewater.com/bill-account/help-paying-your-bill/>**

Yorkshire Water offers various payment options and support schemes to help with ongoing water bills, arrears, as well as tips for reducing water usage.

#### **Contact:**

03451 229 229

## **Online Resources/Useful Links**

- [www.leedsmic.org.uk](http://www.leedsmic.org.uk)
- <https://energysavingtrust.org.uk/>
- <https://www.nea.org.uk/>
- <https://www.fuelbankfoundation.org/>