



Debt advice

Our partners offer practical advice to help alleviate debt. Including drawing up a budget, developing an action plan and help to negotiate with creditors so that you maintain your essential services.



Are you on the best energy tariff

We're your Network Operator and deliver electricity to your home, we're not your supplier and we don't issue your bill. If you haven't looked at reviewing your tariff or supplier recently then you could be missing out. Our partners work **independently** to look for the

best tariff across all Suppliers to ensure your energy bills are as low as possible. They will help you switch suppliers where there is a better deal – taking the hassle away for you. On average last year our customers who switched saved £166 p.a



SCP7347 SEP 18

Helping you in a powercut



In the event of a power cut, our teams work around the clock to restore your electricity as quickly as possible. We appreciate for some customers this may be distressing and that's why we offer extra support to customers who feel they might need our help.

You can join our Priority Services register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help.

You can also register with us if you feel you need support for a short period of time.

If you join our Priority Service Register, we will know that you might be vulnerable and we'll keep you updated during a power cut at least every 3 hours, we'll also know that you might need additional assistance.



What to do next?

If you are interested in any of the services offered in this leaflet please contact us on:

0330 1010 154

Lines are open **8.30am to 4.30pm Monday to Friday**

Our team will be happy to talk to you and make referral arrangements on your behalf.

Details are available online at www.spenergynetworks.co.uk

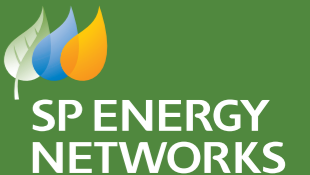
*Please note, all referrals subject to partner availability and appropriate funding. If you wish to be removed from the Priority Services Register or stop receiving information regarding our support services from SP Energy Networks, please contact us on the number above.

A CARING NETWORK

Bringing you a little extra help

We are SP Energy Networks, your local Distribution Network Operator. We are the people who keep your lights on and deliver electricity to your home 24 hours a day – 365 days a year.

We have partnered with a number of independent organisations to be able to bring some local services to our customers who would benefit from a little extra help.



Free local services for you

We have brought together a number of local partners to deliver free or low cost services to customers who are elderly, disabled or just need a little extra help.

All services are delivered by independent organisations, so our customers who may need a little extra help can access these in one place and we can do the hard work for you.

Contact us on the number at the back of this leaflet if you would like to find out more about any of these services.

Carers support



A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, addiction or a mental health problem cannot cope without their support. This service provides advice, support and information to help carers live their lives.



Help and support with benefits



Our partners offer free and impartial advice and will carry out checks on your behalf to make sure you are receiving all of the income you are entitled to.



Home fire safety checks



Benefit from fire safety advice to make sure you stay safe and secure in your home. Our partners will work to help you reduce the risk of fire, supply and fit detectors where appropriate.



Finding a friend



Have you ever felt lonely, do the days stretch out endlessly? More and more people are living alone now and becoming isolated and lonely. Sometimes we all need someone to chat to. We have a number of partners who offer a befriending service. Sometimes it's a simple phone call to let you know you're not alone or they may be able to send someone to pop out and have a cup of tea.

Please don't be lonely, give it a try.



Help to keep your home warm



Get free, impartial advice on making your home cheaper to heat. A warm home is healthier and happier and an energy efficient home is good for your finances. Our partners offer energy efficiency advice tailored to your home, to keep you warm and save you money. They can also help accessing funding and grants where available.



Good food and good friends



In some areas we have partnered with a project to connect people who like to cook and don't mind cooking an extra portion with their elderly neighbours. They'll deliver you a home cooked hot meal and spend time with you on a regular basis if you want. Home cooked food and friendship, what could be better!



Help for those with dementia



We know Dementia can be challenging for those living with the condition as well as for carers. Our partners aim is to make sure nobody faces dementia alone by offering advice and support through their many services.