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## Winter Fuel Support Scheme

As your child is eligible for free school meals, you will soon receive a voucher to use towards food and other essential items over the Christmas school holidays.

We know that fuel needs and costs can increase also during the winter months, so additional help is available during this time.

A £10 fuel top up is available for qualifying families accessing their fuel via a pre-payment meter. Those eligible can claim one voucher per household (not per child).

The voucher scheme is open between Friday 11<sup>th</sup> December 2020 and Monday 11<sup>th</sup> January 2021. If you would like to claim a voucher, please see the below information and follow the guidance that is relevant to you.

### If you have a fuel meter and are currently in arrears:

Please ring your local advice provider, who can speak to the energy company on your behalf to request or review debt repayment plans or ask for additional credit, so you can benefit from this top up now.

They will also arrange for you to be issued with a £10 top up code direct to your phone.

You will be asked to confirm you are eligible for free school meals and to provide your name and address.

Shiney Advice and Resource Project North, Washington & Coalfields areas	For North, Washington & Coalfields Tel: 0191 385 6687 Email: <a href="mailto:advice@shineyadvice.org.uk">advice@shineyadvice.org.uk</a>
	For West Sunderland West Advice Project Tel: 0191 514 2930 or 0191 514 2011 Email: <a href="mailto:swap@pallionactiongroup.co.uk">swap@pallionactiongroup.co.uk</a>
Citizens Advice Sunderland	East area Tel: 0300 330 1194 Dedicated debt line on 0191 415 8998 Email: <a href="mailto:enquiries@citizensadvicesunderland.co.uk">enquiries@citizensadvicesunderland.co.uk</a>



**If you have a fuel meter and are not in arrears but are struggling or worrying about winter fuel costs:**

Simply apply online at [www.sunderland.gov.uk/WinterFuelSupportScheme](http://www.sunderland.gov.uk/WinterFuelSupportScheme) to claim a £10 top up code, that can be issued direct to your telephone or email.

If you are not able to access the online form, please ring 0800 234 6084 between 8.30am to 5.00pm.

You will be asked to confirm you are eligible for free school meals and to provide your name and address.

**Remember, if you are worried about your fuel energy bills or have any issues with your energy supplier, help is always available from your local advice provider or these other organisations:**

**NEA (Action for Warm Homes)**

Energy advice and help with fuel bills.

Website: [www.nea.org.uk/advice/wash-advice/](http://www.nea.org.uk/advice/wash-advice/).

Telephone: 0800 304 7159

**Green Doctor Service**

Practical energy advice to help save money and help with fuel costs and other bills.

Website: [www.thegreendoctors.org](http://www.thegreendoctors.org)

Telephone: Julia Bentley - 07515 327 185

Email: [julia.bentley@groundwork.org.uk](mailto:julia.bentley@groundwork.org.uk)