



SMART

Further Help

You can find out more information about the Priority Services Register and related programmes online on National Grid's website: www.nationalgrid.co.uk/customers-and-community/priority-services

You can find details of your local Citizens Advice Office and further information on a range of topics online on our website: www.citizensadvice.org.uk/

If you wish to read further information on switching energy providers or tariffs to save money: www.citizensadvice.org.uk/consumer/energy/energy-supply/get-a-better-energy-deal/switching-energy-supplier/

For further information on making sure your home is energy efficient you can read information on: www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/make-sure-your-home-is-energy-efficient/

You can find out more information on Attendance Allowance at: www.gov.uk/attendance-allowance

If you wish to find out if you qualify for any means tested benefits you can access an online calculator here: www.entitledto.co.uk/

Free specialist debt advice is available through National Debtline online: www.nationaldebtline.org/ or by telephone: 0808 808 4000



SMART

nationalgrid



Working with you to save energy and money

A partnership project between National Grid and Citizens Advice Derbyshire Districts to ensure that vulnerable people receive impartial advice on energy, money, benefits and health.

Power Up Smart is a partnership programme funded by the distribution network operators **National Grid** as part of their social obligations programme to allow **Citizens Advice** Derbyshire Districts to provide **free, impartial** and **independent advice** to vulnerable people on their priority services register on a range of issues including energy, money, benefits and health and wellbeing.

Priority Services Register

If you rely on electricity for medical equipment or if you are elderly, very ill or disabled you can join the free National Grid Priority Service Register.

You will be informed of disruptions to your electricity supply, receive direct contact numbers and be able to access supportive schemes such as Power Up Smart, the British Red Cross and other social obligation schemes designed to assist you.

You can sign up by calling for free: 0800 096 3080 or online at: <https://www.nationalgrid.co.uk/customers-and-community/priority-services/priority-services-register>

Health and Wellbeing

The Power Up Smart project is committed to improving the health and maintaining the wellbeing of vulnerable people. We can advise you on:

- Adaptations and aids in the home
- Blue Badge permits
- Befriending services
- Access to care services
- Access to foodbanks and other local services
- Housing issues: including damp or mould
- Access to free or reduced prescriptions/dental costs



Energy

We are able to provide you with advice and assistance to fully understand your energy usage and bills as well as how to make major savings through:

- Understanding and getting the most out of a Smart Meter
- Warm Home Discount applications
- Switching tariff/supplier
- Energy Efficiency measures you can take
- Heating technology and boiler replacements
- Tips on how to change your behaviour to save money on your energy bills
- Reducing your water bill

Money and Benefits

Our advice is not just limited to health and energy, we can also advise on how to maximise your income through:

- Eligibility to non-means tested disability benefits such as Attendance Allowance and Personal Independent Payment
- Council Tax Reduction
- Help with housing costs
- Access to grants and charity schemes
- Access to free specialist support for debt or money worries