



# Advice NI Fuel Poverty Support Guide

November 2021

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# Fuel Poverty Support 2021

Support for those in fuel poverty can be in the form of:

- Help with paying for energy costs;
- Energy advice – advice using heating systems, fuel use, heating appliances, tariffs;
- Energy efficiency – insulation, efficient heating systems and controls.

The three tables below provide information on the support available:

1. [Payments and grants available to low-income households](#)
2. [Grants available to higher income households](#)
3. [Other useful information](#)

## Payments and grants available to low-income households

Support available	Details	Contact information
<i>Cold Weather Payment</i>	<p>This payment is made to people on certain benefits, between 1 November and 31 March, where the average daily temperature is recorded as, or is forecast to be, 0°C or below for 7 days in a row. You can find more information <a href="#">here</a>.</p> <p>For those eligible, there is no need to apply; the payment is made automatically.</p> <p>If you have had a baby or if a child under five comes to live to you, the payment will not be made automatically and you will need to ring the office that pays your benefits.</p>	If you do need to claim for any reason, contact the office that pays your benefits.
<i>Winter Fuel Payment</i>	<p>This is a payment for pension-aged people to help with heating bills during the winter. For those eligible, there is no need to apply; the payment is made automatically. You can find more information <a href="#">here</a>.</p>	If you do need to claim for any reason, contact the <a href="#">Winter Fuel Payment Centre</a> .
<i>Boiler Replacement Scheme</i>	<p>This scheme provides grant aid to replace boilers which are at least 15 years' old. You can find more information <a href="#">here</a>.</p>	<p>Get in touch using the numbers below, and ask to speak to your local Grants Office:</p> <ul style="list-style-type: none"> <li>• 03448-920-900</li> <li>• Textphone 18001-03448-920-900</li> </ul>

Support available	Details	Contact information
<i>Affordable Warmth Scheme</i>	This is a grant aid scheme aimed at improving energy efficiency measures. It is targeted at those geographical areas where levels of fuel poverty are highest. It is administered by local councils and you can find more information <a href="#">here</a> .	Call your local council and ask to speak to the officer dealing with the Affordable Warmth Scheme.  Contact details for the councils can be found <a href="#">here</a> .
<i>NEA Belfast Warm and Well Project</i>	This project aims to help people living in the Belfast area who are struggling to keep their home warm. It offers advice and practical support to stay warm and well. You can find more information <a href="#">here</a> .	Contact NEA: <ul style="list-style-type: none"> <li>028-9023-9909</li> <li><a href="mailto:warmandwell@nea.org.uk">warmandwell@nea.org.uk</a></li> </ul>
<i>NIHE HeatSmart Scheme</i>	The HeatSmart scheme is a home visiting service delivered by NIHE to their tenants.	N/A
<i>NI Energy Advice Line</i>	This is an advice line funded by NIHE to provide energy advice to all energy consumers. It gives advice on energy efficiency grants, switching energy supplier, how to save energy and money, renewable energy and insulation. You can find more information <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>Use the online '<a href="#">Get in Touch</a>' form in the first instance</li> <li><a href="mailto:Nlenergyadvice@nihe.gov.uk">Nlenergyadvice@nihe.gov.uk</a></li> <li>0800-111-4455</li> </ul>
<i>NISEP<sup>1</sup> Make It Cosy</i>	Full funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall insulation, etc. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>0800-0283-046</li> <li>028-9030-1500</li> </ul>
<i>NISEP Help to Heat</i>	50% funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall insulation, etc. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>0800-0283-046</li> <li>028-9030-1500</li> </ul>
<i>NISEP Energy Efficient Homes</i>	Full funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <ul style="list-style-type: none"> <li><a href="mailto:nisep_applications.uk@engie.com">nisep_applications.uk@engie.com</a></li> </ul>
<i>NISEP Energy Plus</i>	Full funding for a range of heat and insulation measures including natural gas / oil central	To contact: <a href="mailto:nisep.applications@fusionheating.co.uk">nisep.applications@fusionheating.co.uk</a>

<sup>1</sup> NI Sustainable Energy Programme

Support available	Details	Contact information
	heating or oil central heating system; cavity wall and loft insulation, etc. Only available in the Phoenix Natural Gas Greater Belfast Area and East Down License Area. A complete list of NISEP programmes can be found <a href="#">here</a> .	028-9044-9499
<i>NISEP Energy Plus – Efficient Oil</i>	Full funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall insulation, etc. Available in off-gas areas only. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <a href="mailto:nisep.applications@fusionheating.co.uk">nisep.applications@fusionheating.co.uk</a> 028-9044-9499
<i>NISEP Home Comfort Plus Scheme</i>	Full funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. This scheme is available in the Firmus energy network area only. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <a href="mailto:nisep.applications@firmusenergy.co.uk">nisep.applications@firmusenergy.co.uk</a> 0330-024-9000
<i>NISEP Home Comfort 50/50 Scheme</i>	50% funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. This scheme is available in the Firmus energy network area only. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <a href="mailto:nisep.applications@firmusenergy.co.uk">nisep.applications@firmusenergy.co.uk</a> 0330-024-9000
<i>NISEP Warm at Home Plus</i>	Full funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. This scheme is available in the SGN Natural Gas network area only. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li><a href="mailto:info@SGNNaturalGas.co.uk">info@SGNNaturalGas.co.uk</a></li> <li>0800-975-7774</li> </ul>
<i>NISEP Warm at Home Cashback</i>	50% funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. This scheme is available in the SGN Natural Gas network area only. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li><a href="mailto:info@SGNNaturalGas.co.uk">info@SGNNaturalGas.co.uk</a></li> <li>0800-975-7774</li> </ul>

Support available	Details	Contact information
<i>NISEP Better Energy Homes Plus</i>	Full funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <ul style="list-style-type: none"> <li>Damian.Kelly@okaneplumbingandelectrics.com</li> <li>028-8675-1049</li> </ul>
<i>NISEP Better Energy Homes Cashback</i>	50% funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <ul style="list-style-type: none"> <li>Damian.Kelly@okaneplumbingandelectrics.com</li> <li>028-8675-1049</li> </ul>
<i>NISEP Efficiency Plus</i>	50% funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; cavity wall and loft insulation, etc. Available in the Phoenix Natural Gas Greater Belfast License area and East Down License area only. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <p><a href="mailto:ciaran.mcghanan@phoenixnaturalgas.com">ciaran.mcghanan@phoenixnaturalgas.com</a> 028-9055-5576</p> <p><a href="mailto:neil.mccracken@phoenixnaturalgas.com">neil.mccracken@phoenixnaturalgas.com</a> 028-9055-5516</p>
<i>NISEP Homewarmer Plus</i>	Full funding for cavity wall and/or loft insulation; hot water tank jacket; and LED light bulbs. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <ul style="list-style-type: none"> <li><a href="mailto:sales@warmfill.com">sales@warmfill.com</a></li> <li>028-9042-7933</li> </ul>
<i>NISEP Keep Warm</i>	Full funding for cavity wall and/or loft insulation; hot water tank jacket; and LED light bulbs. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <ul style="list-style-type: none"> <li><a href="mailto:info@homesealni.co.uk">info@homesealni.co.uk</a></li> <li>028-7962-7474</li> </ul>
<i>NISEP Thermal Comfort</i>	Full funding for cavity wall and/or loft insulation; hot water tank jacket; and LED light bulbs. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>0800-0283-046</li> <li>028-9030-1500</li> </ul>
<i>NISEP Comfortable Living Insulation grant</i>	£200 grant for cavity wall insulation and/or loft insulation for Housing Association properties only. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>0800-0283-046</li> <li>028-9030-1500</li> </ul>
<i>NISEP Pump Up the Heat</i>	Full funding for air-to-water heat pump; insulation measures including cavity wall and loft insulation; LED lightbulbs. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>0800-0283-046</li> <li>028-9030-1500</li> </ul>

Support available	Details	Contact information
<i>NISEP Pump Up the Heat</i>	50% funding for air-to-water heat pump; insulation measures including cavity wall and loft insulation; LED lightbulbs. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>• 0800-0283-046</li> <li>• 028-9030-1500</li> </ul>
<i>NISEP Whole House Warmer Homes NI</i>	Full funding for a range of heat and insulation measures including natural gas / oil central heating or oil central heating system; external wall and loft insulation, etc. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <ul style="list-style-type: none"> <li>• <a href="mailto:info@koreretrofit.com">info@koreretrofit.com</a> or <a href="mailto:donovanogle@koresystems.com">donovanogle@koresystems.com</a></li> <li>• 020-7859-4292</li> </ul>

## Grants available to higher income households that do not qualify for the lower-income schemes

These households must be homeowners or private tenants.

Support available	Details	Contact information
<i>NISEP £250 Insulation Cashback</i>	£250 grant towards cavity wall insulation and/or loft insulation. A complete list of NISEP programmes can be found <a href="#">here</a> .	To contact: <ul style="list-style-type: none"> <li>• 0800-0283-046</li> <li>• 028-9030-1500</li> </ul>
<i>NISEP Keeping You Warmer</i>	£250 grant towards cavity wall insulation and/or loft insulation. A complete list of NISEP programmes can be found <a href="#">here</a> .	Apply to: <ul style="list-style-type: none"> <li>• <a href="mailto:sales@warmfill.com">sales@warmfill.com</a></li> <li>• 028-9042-7933</li> </ul>

## Other useful information

Support available	Details	Contact information
<i>NIHE Energy Advice Oil Buying Clubs</i>	Oil buying clubs allow people to order as little as 200 litres of oil at a time; but because club members' orders are put together, they get the going rate, thus works out cheaper than using 20 litre oil drums. The oil buying club takes care	To find a club near you and to order oil: <ul style="list-style-type: none"> <li>• 028-9598-2068</li> <li>• 028-9598-3316</li> <li>• Text 079-3984-3716</li> <li>• <a href="mailto:youroilbuyingclubs@nihe.gov.uk">youroilbuyingclubs@nihe.gov.uk</a></li> </ul>

Support available	Details	Contact information
	of all aspects of the delivery. You can find out more <a href="#">here</a> .	
<i>St Vincent de Paul Salvation Army</i>	St Vincent de Paul and the Salvation Army provide a range of emergency supports.	Find your local SVP centre <a href="#">here</a> . Find your local Salvation Army centre <a href="#">here</a> .
<i>DfC Finance Support</i>	A range of financial supports are available from DfC, including Discretionary Support; Budgeting Loans; Contingency Grants; Short-term Benefit Advances; and Sure Start Maternity Grants. More details are available in the <a href="#">Finance Support</a> section of NI Direct.	To contact: <ul style="list-style-type: none"> <li>• Use the <a href="#">online</a> form</li> <li>• 0800-587-2750</li> <li>• 0800-587-2751 (for those with hearing and speech difficulties)</li> </ul>
<i>Oil Price Check</i>	The Consumer Council maintains an up-to-date list of oil prices around NI; check the latest prices <a href="#">here</a> .	N/A
<i>Other support</i>	Other support may be available locally via local community organisations, local Councils, charitable organisations or local advice centres.	N/A



#### Contact information:

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