



Powergrid Care support network

Do you work directly with people who could benefit from affordability support and energy efficiency advice? Or perhaps your customers might want to lower their carbon output but need more information about the right options for their home and how to access funding?

Northern Powergrid funds a range of service providers that offer independent and confidential advice to customers who are struggling to pay their bills and/or who are preparing their homes for a greener future.

The services that Northern Powergrid funds are all free for customers and you can refer your clients to them as appropriate. Each of our partners is listed here with information about how to refer people to them.

Contact: stakeholder.relations@northernpowergrid.com with any questions





The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support when there is an interruption to your electricity supply. Scan the QR code to sign up or call Northern Powergrid on 0800 169 2996.












[northernpowergrid.com](https://www.northernpowergrid.com)



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Who	Where	What	How (to refer)	Customer profile
Citizens Advice Leeds 	West Yorkshire	Expert Advisors can help you to understand your bills and tariff, maximise your income through benefits and debt advice, and give you energy efficiency advice so that you save money on your bills.	Call 0800 448 0721 or visit energyaffordability.refernet.co.uk/self-referral/ to complete the contact form.	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.
Citizens Advice Newcastle 	Newcastle and surrounding area	Expert Advisors can help you to understand your bills and tariff, maximise your income through benefits and debt advice, and give you energy efficiency advice so that you save money on your bills.	Call 0800 448 0721 or visit energyaffordability.refernet.co.uk/self-referral/ to complete the contact form.	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.
Citizens Advice Northumberland 	Northumberland	Expert Advisors can help you to understand your bills and tariff, maximise your income through benefits and debt advice, and give you energy efficiency advice so that you save money on your bills.	Call 01670 339 749 Text DEBT to 81400 to receive a call back within two working days or visit https://rb.gy/zya95 to complete their contact form.	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.
Citizens Advice Hull and East Riding 	Hull and East Riding	Expert Advisors can help you to understand your bills and tariff, maximise your income through benefits and debt advice, and give you energy efficiency advice so that you save money on your bills.	Call 0800 144 8848 .	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.

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Stockton Citizens Advice (SDAIS) 	Stockton	Expert Advisors can help you to understand your bills and tariff, maximise your income through benefits and debt advice, and give you energy efficiency advice so that you save money on your bills. They will also provide advice on the energy efficiency measures and provide ongoing support to assist clients through to installation.	Call 01642 626 106 or 01642 633 877 or visit stockton-cab.co.uk/contact to complete their contact form.	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home. Support with ECO applications.
North Yorkshire CA and Law Centre 	North Yorkshire	Expert Advisors can help you to understand your bills and tariff, maximise your income through benefits and debt advice, and give you energy efficiency advice so that you save money on your bills.	Call 01609 767 555 or support services can refer clients via the referral form https://warmandwell.org.uk/Referral-Form	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.
Citizens Advice Sheffield 	Sheffield	Expert Advisors can help you to understand your bills and tariff, maximise your income through benefits and debt advice, and give you energy efficiency advice so that you save money on your bills.	Call 0800 448 0721 or email getintouch@citizensadvice-sheffield.org.uk	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home. Support for deaf and hard of hearing customers.

Who	Where	What	How (to refer)	Customer profile
Green Doctor Energy Matters and Green Doctor Money 	Northeast, Yorkshire and Hull	Income advice, energy saving advice and health and well being advice that will save you money and improve your standard of living. Also, installation of practical energy saving measures e.g. LEDs, draught-proofing and radiator panels. Home visits and over the phone.	Green Doctor Northeast phone 07976 071 227 or 07515 327 185 or email GreenDoctorsNE@groundwork.org.uk Green Doctor Yorkshire phone 0300 303 3292 or complete the contact form https://linktr.ee/greendocor-yorkshire?utm_source=qr_code	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.
National Energy Foundation 	Phone service across NPg service area	Bespoke advice on energy efficiency measures, schemes and incentives that can be implemented to reduce energy consumption and bills. This may include advice on insulation, heating systems, lighting, and appliances.	Call 0800 107 0044 or email bhbh@nef.org.uk	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.
The Wise Group 	Phone service across NPg service area	Tailored advice on energy efficiency measures, schemes and incentives that can be implemented to reduce energy consumption and bills.	Phone 0800 092 9002 or scan the QR code to complete the contact form thewisegroup.co.uk/energy-advice/home-energy-advice/	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home.
YES Energy Solutions 	Phone service across NPg service area	Expert advisors provide free, personalised advice that sees the average resident make savings of over £500 on their annual energy costs.	Call 0333 034 8188 or complete the contact form www.yesenergy-solutions.co.uk/schemes/northern-powergrid/	People who are struggling with bills, affordability, debt, cold or damp home. Energy inefficient home. People interested in installing decarbonisation measures in their home.
Green Doctor Retrofit 	Across NPg service area	A retrofit assessment of your property to identify changes possible to your home to reduce energy bills.	Green Doctor Yorkshire phone 0300 303 3292 or complete the contact form https://linktr.ee/greendocor-yorkshire?utm_source=qr_code	People who are interested in installing decarbonisation measures in their home.
Communitas Energy 	Phone service across NPg service area	Identifying opportunities for the decarbonisation of homes and achieving affordable warmth through heating and energy efficiency measures. Tailored support to help homeowners understand their suitability for potential measures, funding and access	Call 0113 486 2941 or ce-cic.org.uk/npg-partner-referral	People who are aiming to achieve affordable warmth and/or decarbonise their home.

All information can be made available in other languages, braille and BSL, on request. Contact details can be found here **northernpowergrid.com/contact** or scan this QR code

