

A close-up photograph of a person's hands wearing dark, striped knit gloves. The hands are adjusting a white radiator valve. The background is slightly blurred, showing the radiator's slats. The overall tone is muted, with some green graphic elements overlaid.

Get help with your energy bills and staying well and warm

You can access free support from SHINE if you are living in London and one of the following apply:

- **over 60**
- **on a low income**
- **have a disability or a long-term illness**
- **have children**



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Get a free SHINE assessment and access a range of services with one call:

Energy and bills advice – advice on energy saving, billing and metering, heating systems and controls

Water discount – half price or capped water bills for eligible customers

Energy Doctor home visits – review energy bills, check heating controls and fit energy efficiency measures such as low energy light bulbs, draught proofing, reflective radiator panels and water saving devices

Energy debt support – support with payment plans and methods, supplier mediation and grant applications to clear arrears

Bill comparisons – help to compare all the gas and electric deals on the market to find out if you could save money with another supplier or tariff

Extra Care Services – if you have additional needs you can get support in power cuts, accessible utility bills, supplier password systems etc.

Heating and insulation grants – for private tenants and home owners

Income Maximisation – support to access budgeting advice

Fire safety check – a visit from London Fire Brigade to check fire alarms and help prevent accidents

Air pollution alerts – helping those with respiratory issues plan days out

London Taxicard – subsidised taxi journeys for people with limited mobility or visual impairments

More services are available. All services are subject to eligibility and many subject to local provision.

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