

Energy Newsletter

citizens
advice

Diss, Thetford
& District



Welcome to the Autumn edition of our Energy Newsletter, brought to you by the **Energy Advice team at Citizens Advice Diss, Thetford & District.**

With winter on the horizon, you may soon be thinking about turning your heating back on. For some, that can also mean worrying about the cost of keeping your home warm.

We're here to help. In this newsletter, you'll find practical advice and tips to cut your costs, along with a rundown of the latest energy news and changes.

But, don't forget - if you need further support, our team is always here.

We offer free, confidential and impartial advice on understanding your tariff and bills, problems with energy suppliers, support for off-grid homes and emergency relief options, among many other energy-related concerns.

Head to page 10 for all the contact details you need.

Read on to find out more about:

What's going on?
The latest energy news (p. 2 - 3)

Support available
to help with your bills (p. 4 - 5)

Scam alerts! (p. 6)

Top tips on cutting
your energy costs (p. 7 - 9)

Get in touch with
the Energy Advice team and give feedback (p. 10)

What's going on?

As we transition out of a summer that has been exceptionally dry and hot, we're aware that people are very conscious of the costs surrounding their fuel and water.

Many of us are currently experiencing **TUBs (temporary usage bans)** on our water usage as, alongside many other companies throughout the UK, Anglian Water has instituted a hosepipe ban across their entire company area.

Some customers will be exempt from this ban, however, such as those who are on the **Priority Services Register for Anglian Water** and have certain health conditions and disabilities.

More information can be found on Anglian Water's website regarding these exemptions: [Restrictions and exceptions](#)

Warm Home Discount

Despite our newsletter coming out after the cut-off date of 23rd August 2026 (when energy suppliers will go through their customer records to check eligibility), we'd like to remind everyone about the **Warm Home Discount**.

Suppliers, who are part of the scheme, will automatically apply the £150 discount to your energy bill come October if you are A) on certain means-tested benefits (Universal Credit, Housing Benefit, ESA, Pension Credit), **AND** B) are named on your energy bill.



You **need to be named on your energy bills** in order to qualify - merely being on an eligible benefit will not grant you the discount.

However, you do **not** need to apply for the discount; it is automatically applied to your bill. If you are approached about applying for it, be cautious as this may be a scam.

Ofgem price cap increase

Fuel and heating oil prices have been much higher than usual this year, which will be weighing on people's minds as we move towards the colder months, and our heating will need to be on more and more often.

Our team are very conscious of this, and we'd like to **reassure everyone that we are here** and happy to help however we can to alleviate any worries, answer any questions, and to offer support.

Ofgem price cap increase (continued)

Ofgem has announced its price cap for the period of 1st October to 31st December; there will be a **4% increase**, meaning that the cap will be lifted to £1,723, compared to the current period (1st July to 31st September) which is capped at £1,641.

This 4% increase is lower than Ofgem's previous price cap change, which increased the cap by 13%.

For a much more detailed breakdown of the changes, and what this will mean for your personal costs, please take a look at Ofgem's announcement on the cap:

<https://www.ofgem.gov.uk/information-consumers/energy-advice-households/energy-price-cap-unit-rates-and-standing-charges>



VAT reduction

The cut to VAT for domestic electricity announced by Prime Minister Andy Burnham will go into effect at the beginning of October, with the hopes that this will give a bit more breathing room to all of us feeling the pinch as the cost of living continues to be a concern.

It is projected to save households around **£45 annually**.

Want to keep up-to-date on the latest energy news?

Alongside our newsletter, we share the latest energy news through our **social media channels**.

Follow our pages for updates, as well as details of our community drop-in sessions and events.



www.facebook.com/DissThetfordCA



www.instagram.com/citizensadvice.cadat



www.linkedin.com/company/diss-and-thetford-citizens-advice

Support available



Crisis & Resilience Fund

As mentioned in our previous newsletter, Norfolk County Council has rolled out its **Crisis and Resilience Fund (CRF)** this year, absorbing previous forms of support under one banner.

The fund is part of a larger national effort to build financial resilience and support for those who are experiencing hardship. Of particular interest for Norfolk residents, many of whom do not have mains gas, the fund **offers support with payments for heating oil**.

Applications for the fund can be made online on the council's website, and our team here at Citizens Advice are more than happy to assist with applications, or answer any questions about the fund: [Crisis and Resilience Service \(CRS\) - How to apply for support from the Crisis and Resilience Service - Norfolk County Council](#)



Park homes

For any Norfolk residents who live in park homes and are concerned about what support might be available to you, your home is also covered by **ECO4 and the Warm Homes Plan**.

For more information: [Park Homes](#) | [Warm Home Discount Scheme](#) | [Charis](#)

The route is slightly different due to park homes being exempt from the usual EPC rules that apply to brick-and-mortar homes. Eligibility is often dependent on receiving a qualifying benefit, or being on a low income (under £31,000 or £36,000, depending on whether the support is through ECO4 or the Warm Homes Local Grant respectively.)

More detailed information about what is available to you can be found here: [Park Home Grants 2026: Free Insulation, Cladding & Heating](#)

Priority Services Register

For support with both your fuel and water, it is always worth looking into your eligibility for the **Priority Services Register**. This is a free-to-join service offered by utility companies that offers extra help for customers with **additional communication, safety or accessibility needs**.

You may be eligible if you:

- Are reliant on medical equipment or water
- Live with children under the age of five
- Are blind or partially sighted
- Are deaf or hard of hearing
- Have a chronic illness
- Have a specific mental health condition
- Have a disability
- Are of pensionable age
- Have an impaired or no sense of smell
- Need documents in a specific format (e.g. large print, braille) or translated into another language
- Require a temporary increase in support (e.g. an unexpected life event has occurred, such as a bereavement)

Specifics around eligibility and what support these companies offer can be found here: <https://www.thepsr.co.uk/>

Water

With water being more of a concern at the moment, we'd like to remind everyone about the support available through Anglia Water.

If anyone is struggling with their water bills, Anglia Water offer both a **LITE and extra LITE tariff** for customers on low income who either have, or are waiting to have, a water meter installed. These tariffs can offer **up to a 50% discount** on your ongoing charges.

Inquiries about getting this support can be made either by calling their Extra Care team on 0800 169 3630, or online: [Better Off Calculator - Policy in Practice](#)

Scam alerts!

A few things to look out for

With the increase in support available, some unscrupulous people can try and take advantage of others. It is important to keep vigilant and be aware of offers that might be scams.

There are a few things to watch out for that can indicate that the person you're speaking with isn't who they seem!

If you aren't confident that the person or organisation you're speaking with is genuine, it is always safer to hang-up, decline to speak with them, or simply ignore the correspondence.

Does the offer seem too good to be true?

Scammers will often offer services that promise high rewards for very little input or commitment. If the offer seems too good, it probably is!



Have you been contacted out of the blue?

If someone calls or emails you unexpectedly with an offer, especially if they ask you for personal information, then this might be a scam. Legitimate organisations are very unlikely to contact you without you knowing ahead of time and ask for personal information. This goes doubly if they are asking for information like your bank details, or your national insurance number. You should never give these out to people and organisations you don't know.

Are they pressurising you to make an immediate decision?

Scammers will often try to pressure you into a speedy decision to prevent you from thinking too intently about what they've told you. Legitimate organisations should always give you time to consider an option before confirming your choice.

Are there spelling or grammar mistakes?

Messages and emails with many mistakes, or that make little sense, are often scams. Legitimate organisations will rarely - if ever - have these errors in their correspondence as they are checked by professionals before contact is made with you.

Top tips: cutting costs and keeping warm and well this winter

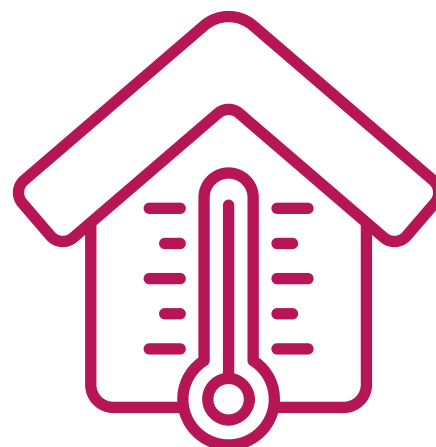


As the weather cools down, it is important to keep warm and dry in your home, however this can cause concerns around higher energy bills. Here are a few suggestions, courtesy of the [Centre for Sustainable Energy](#), to try and help you keep your costs low whilst keeping yourself warm.

1

Prioritise one room

- Focusing on heating the room you spend the most time in will lower your heating costs as you aren't trying to heat your entire home.
- Smaller rooms are usually cheaper to heat, and some rooms will be naturally hotter than others.
- Despite price increases, oil and gas are still cheaper than electricity, so using your gas, LPG or oil boiler will be cheaper than a plug-in electric heater.
- Turn down the heating in rooms you use less often, and use items like reflective panels to keep heat in the room and prevent it from escaping.



2

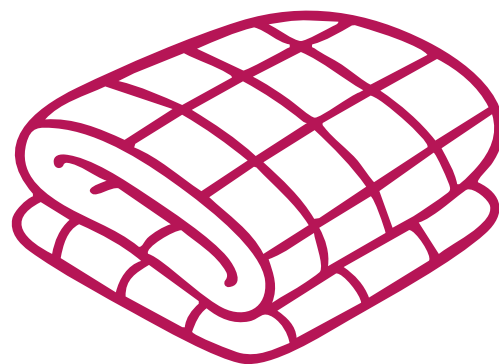
Draught-proof your home

- Around 15% of the money spent on heating is lost to draughts.
- Doors, windows, floors and walls are all places where your home can lose heat.
- Small behaviour changes can make a big difference; for example, keeping doors closed, closing your curtains at night and opening them in the morning, and moving your sofas and chairs away from external walls can all help make your home feel warmer.
- You can also use items at home to keep in the heat; for example, getting carpets or rugs for the floor, using draught-proofing strips on windows and draught excluders on your doors, and hanging curtains over external doors.

3

Use a heated throw, blanket or sleeping bag

- Heated items like throws and blankets can seem expensive, but these items are very cost-effective to use. They cost around 2-3p an hour to run, equalling less than 75p daily. They are a one-off cost to purchase, and will allow you to turn down your heating - recouping the cost within a month. Our team can also offer support with heated items, if the one-off cost proves to be unaffordable currently.
- If you don't feel able to afford the cost, or to contact our team for support, then items like sleeping bags and blankets can also help to maximise your body heat when sleeping and resting. Bundling up in warm clothes underneath the blanket/sleeping bag will further help with the temperature.



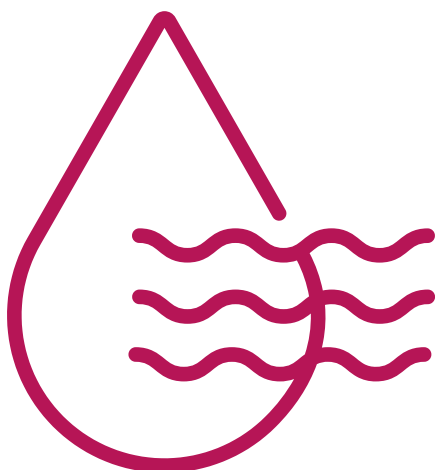
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Make hot food and drinks

- These can help to increase your internal temperature, so make sure to have hot food and drink often throughout the day. To keep the cost of these down, make sure to only boil as much water as you need rather than filling the kettle. And try to use a microwave to heat food where possible as it is the most cost-effective device for food.



5

Prevent damp and mould

- Damp and mould not only make your home feel colder, but they are also detrimental to your health. We produce a lot of moisture when we cook, shower and when drying laundry.
- Keep doors closed and windows open when doing moisture-producing tasks, and use an extractor fan if you have one.
- Clean any mould away as soon as possible to stop the spread of spores.
- Dry laundry outdoors where possible. If not possible, use the highest spin speed and rotation amount on your washer to remove as much moisture as possible. Don't hang washing on warm radiators as it causes condensation. Instead, hang in a closed room with the windows open.

Over to you!

Your feedback

We hope you've found something new and interesting in this edition of our newsletter!

Our team **would love to hear back from you** with any feedback you've got for us; what you liked, what you didn't like, and topics you'd like to hear about in our next edition.

We're happy to dive deeper into anything energy-related that you're interested in - from renewables, to cost-saving tips, to policy news and industry trends. If you'd like to see it, we'd like to know!

Please email energyadvice@cadat.org.uk with your ideas, suggestions and feedback.

Need support?

If you're worried about the cost of heating your home this winter, the Energy Advice team is here to help with free, confidential and independent advice.

You don't need to be in crisis to get in touch. If you simply have a question or need some reassurance, do not hesitate to contact us.

A little advice now could stop problems from growing bigger and help you feel more confident about your energy costs as we head into the colder months.



energyadvice@cadat.org.uk



www.cadat.org.uk/get-advice/energy-advice-request



12a Market Place, Diss, IP22 4AB



Breckland House, St Nicholas Street, Thetford, IP24 1BT

Check our website www.cadat.org.uk for the latest office opening times.

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www.energyredress.org.uk

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