

Support with high energy costs

There are advice agencies, grants and schemes available to help you with the cost of your home energy.

If you are struggling with your energy costs, there are different organisations to turn to. This includes your energy supplier and advice agencies. There are also different grants and schemes available to help you reduce your energy costs.

Energy suppliers and how they can help you

If you are struggling to pay your energy bill, it is best to contact your supplier first as there are things that they can do to help you. They should support you by:

working with you to develop a manageable repayment plan, this is based on your individual ability to pay;

providing additional protection to you if you are of pensionable age, disabled or chronically ill; and

providing energy efficiency advice which may reduce your usage and therefore your overall bill.

You can find contact information for each of the energy suppliers below.

Electricity suppliers

[Budget Energy](#)

[Click Energy](#)

[Electric Ireland](#)

[Power NI](#)

[SSE Airtricity](#)

Gas suppliers

[firmus energy](#)

[SSE Airtricity](#)

Advice organisations

The organisations listed below can offer advice and support with energy bills, energy efficiency and making sure you are claiming all the money you are entitled to.

NI Energy Advice

NI Energy Advice offers free and impartial energy advice to all domestic householders in Northern Ireland - including advice about energy grants and other sources of help.

You can get more information on [NI Energy Advice's](#) website.

You can also contact NI Energy Advice on freephone 0800 111 4455 or by sending an email to nienergyadvice@nihe.gov.uk.

National Energy Action (NEA)

As the national fuel poverty charity, NEA work to make sure everyone in Northern Ireland is warm and safe at home.

You can get more information on [National Energy Action's](#) website or by calling 02890 239909.

Advice NI

Advice NI provides free independent advice, through a network of independent advice centres. This includes advice on benefits, money and debt, and the cost of living.

You can find your local advice centre on [Advice NI's](#) website.

You can also contact Advice NI on freephone 0800 915 4604 or by sending an email to advice@adviceni.net.

Energy Saving Trust

An independent organisation with expertise in being energy efficient, Energy Saving Trust can provide tips on how to save energy in your home as well as information on grants and schemes currently available.

You can find more information on the [Energy Saving Trust's](#) website.

Your local council

Your local council can provide information on different things, including energy efficiency schemes operating in your local area. You can also ask a local councillor to help make sure you are receiving all the help you are entitled to.

[You can find your council by entering your postcode here.](#)

Grants and schemes

You may be able to get some help to make your home more energy efficient. This can include installing insulation or updating your heating system. Both can reduce your energy bills and make your home warmer and more comfortable.

There are a number of fully funded schemes available as well as some cashbacks to help towards the cost.

The following schemes are currently in place to help:

Affordable Warmth Scheme

This scheme offers a range of energy efficiency measures, including insulation, heating and window upgrades. You may receive a grant of up to £7,500.

To qualify for the scheme, you must:

- Be an owner occupier or private rental tenant;
- Have an annual household income of less than £23,000.

Affordable Warmth is managed by the Northern Ireland Housing Executive.

For more information, check the [Affordable Warmth Scheme](#) website. To apply, contact NI Energy Advice Service on freephone 0800 111 4455 or by sending an email to nienergyadvice@nihe.gov.uk.

NI Sustainable Energy Programme (NISEP)

NISEP provides funding for different grants and discounts available towards heating and insulation upgrades.

[You can find the list of schemes available and the relevant criteria here.](#)

NISEP is managed by Energy Saving Trust on behalf of the Utility Regulator.

For more information, check the [NI Sustainable Energy Programme](#) website.

Boiler Replacement Scheme

Applications for the Boiler Replacement Scheme are no longer being accepted. The Northern Ireland Housing Executive (NIHE) will continue to replace boilers for those customers who have already received formal approval. Customers whose applications cannot be processed will be

contacted by NIHE.

This scheme offers a grant towards the cost of replacing old gas, LPG and oil-fired boilers with new, high efficiency boilers. You may receive a grant of up to £1,000.

To qualify for the grant, you must:

- Be an owner occupier;
- Have a boiler that is at least 15 years old;
- Have an annual household income of less than £40,000.

The Boiler Replacement Scheme is managed by the Northern Ireland Housing Executive.

For more information, check the [Boiler Replacement Scheme](#) page. To apply, contact your local NI Housing Executive Grants Office by calling 03448 920 900.

Other help with the cost of living

There are a number of other government support schemes that aim to help with energy costs and the cost of living.

You may be eligible for one-off payments mentioned below to help support your household during 2023/24:

- Winter Fuel Payment – this is a payment of between £250 and £600 to help older people with the cost of heating bills. Payments are usually automatic to people who have claimed it before, are in receipt of State Pension or other specific benefits. This includes an extra £150 to £300 for Winter 2023/24 on top of the normal payment.
- Cold Weather Payments – these are automatic payments of £25 per qualifying week made to households in receipt of certain benefits when there is exceptionally cold weather.

Further information on these schemes, their criteria, and when they will be paid can be found on [NI Direct](#) website.

Other useful energy information

Electricity and gas price comparison tables

See all available electricity and gas tariffs in Northern Ireland and see if you could save by switching supplier, tariff or billing method.

Switching electricity or gas supplier

You could save money by switching supplier, switching billing method, or switching tariff.

Budgeting

Ways to budget better; helping you spend less and save more.

Electricity and gas consumer protection

What are you entitled to as an energy customer in Northern Ireland, including standards of service, codes of practice and critical care registers.