

# Warmer homes for everyone

If you have a low income and high heating bills, you could save money through funding available from our Warm Home Assistance scheme.

You can use this funding for a new gas supply to your home. Working with our partners, we might be able to help you get funding towards a new energy-efficient gas boiler and improving your home insulation.

You can find helpful information on how to apply for this funding and the application form in this leaflet.



**YOUR GAS EMERGENCY  
AND PIPELINE SERVICE**



# We're here to keep you safe and warm

## Stay toasty, save money

At Wales & West Utilities we're working with Warm Wales/Warm West to help more people enjoy warm, energy-efficient homes across Wales and the south west of England. Our Warm Home Assistance scheme is for private householders, private tenants and tenants who rent from a local authority or housing association. It's only for properties that have already been built. If you might struggle with the costs of a new gas connection or insulation, we'd like to help.

### You could qualify for:

- funding towards your gas connection;
- help with installing a gas meter;
- help with the cost of a new gas boiler or central-heating system; and
- help with loft and cavity-wall insulation;

### ...if one, or more, of the following applies to you.

- You receive a certain means-tested benefit (one which depends on your income) and meet conditions set by the Government.
- Your home has high heating costs and you have a low income, which meet conditions set by the Government.

## How to apply

- If you haven't already got a quote for a new gas connection from us, call us on **0800 912 2999**, or get one online at **[www.wwuutilities.co.uk](http://www.wwuutilities.co.uk)**.
- When you've got your quote, fill in and return the application form to Warm Wales/Warm West (remember to sign and date it!), or fill it in online for south west of England **[www.warmwest.org.uk](http://www.warmwest.org.uk)** and for Wales **[www.warmwales.org.uk](http://www.warmwales.org.uk)**

## Any questions?

If you have any questions about your funding application, Warm Wales/Warm West are happy to help, so call them on **01656 747623** to speak to one of their team.





## A few helpful tips

- All the information you give should relate to the home where the gas will be used.
- The person who qualifies for the grant should live in the home.
- The details you give should be for the current heating and energy efficiency of the home, before you started any work.
- Don't forget to sign and date the form. You do not have to sign an email application.

To see if you qualify, you'll need to send us up-to-date information about the home where the gas will be used. We need:

- evidence to show you meet the scheme conditions – see the box below;
- details of who owns the home;
- details of who lives in the home; and
- details of the current heating and energy efficiency of the home, before you started any work.

### Evidence we need

Details of means-tested benefits, if you receive these

Home-ownership details – if you're a homeowner

Tenancy details – if you're the tenant of a private landlord, local authority or housing association

### Current documents to send – please send copies where possible

Current benefit award letter – **all pages**

- A mortgage schedule
- Land registry **or**
- House deeds **or**
- A solicitor's letter proving you have bought the house

Tenancy agreement

## What happens next?

Your step-by-step guide

- Warm Wales/Warm West will write to you to let you know if you qualify. If you do, they will send you a grant voucher to put towards the quotation costs.
- Return your quotation acceptance form to us, at Wales & West Utilities, with your voucher and any payment (this is necessary).
- We'll let you know when work will start – usually within three to four weeks of receiving your voucher or payment and acceptance form.
- We'll also give you a meter-point reference number (MPRN).
- You will need your MPRN to set up an account with an energy company to buy your gas.

If you'd like more information about your gas-meter installation, call Warm Wales/Warm West on **01656 747623**.

## It's different in Wales

If you live in Wales, slightly different conditions apply.

You may qualify for the scheme if all of the following applies.

- You own or privately rent your home, or live in a shared-ownership property.
- You live in a home that is not energy-efficient (rated as E, F or G).
- You or someone who lives with you is receiving certain means-tested benefits.

If you have any questions about whether this applies to you, Warm Wales/Warm West are happy to help, so call them on **01656 747623**.

# More help to stay warm

## Here for you

We are Wales & West Utilities, your gas emergency and pipeline service. Every day, our skilled and dedicated colleagues do their very best to keep our 7.5million customers safe and warm, with a gas network they can rely on and a level of service they can trust.

We don't sell gas. Instead we use our extensive network of pipes to transport gas to homes and businesses throughout Wales and the south west of England. We respond to gas emergencies, and we invest £2million a week across our network, connecting new properties and replacing old metal pipes with new, long lasting plastic ones. We want to make sure the communities we serve receive a safe and reliable gas supply for generations to come.

**It's a vital service – and one we are extremely proud to deliver.**

## Warm Home Discount

This is a government scheme for people struggling with heating costs. It can offer money off your electricity bill. You'll need to contact your energy supplier to find out if they can help you. Find out more at [www.gov.uk/the-warm-home-discount-scheme/what-youll-get](http://www.gov.uk/the-warm-home-discount-scheme/what-youll-get)

## Cold Weather Payment

This is extra help if you're getting certain benefits. Payments are made when your local temperature is either recorded as, or forecast to be, an average of zero degrees celsius or below for seven days in a row. You do not need to apply as it will be given automatically. If you do not get your payment, tell your Pension Centre or Jobcentre Plus office. Find out more at [www.gov.uk/cold-weather-payment/overview](http://www.gov.uk/cold-weather-payment/overview)



## Winter Fuel Payment

This offers between £100 and £300 tax-free to help with your heating bills. Ask your energy supplier if they can help you. Find out more at [www.gov.uk/winter-fuel-payment/overview](http://www.gov.uk/winter-fuel-payment/overview)

## Energy Company Obligations

Energy Company Obligations (ECO) mean that, by law, energy suppliers must improve the efficiency of households. If you're on a low income or classed as a vulnerable household, you could benefit from help with new heating and home insulation. Contact your energy supplier to find out more.

## Priority Services Register

Every energy supplier (the company you pay your bills to) has a Priority Services Register. This register helps us and your energy supplier to make sure we really look after the people who need it most. Find out more at [www.wwutilities.co.uk/services/safe-warm/](http://www.wwutilities.co.uk/services/safe-warm/)

## Fuel tariffs

It's always a good idea to do a price comparison on your gas and electricity suppliers and then choose the best deal for you. Check the Government's list of approved energy price-comparison sites here: [www.citizensadvice.org.uk/consumer/energy/energy-supply/](http://www.citizensadvice.org.uk/consumer/energy/energy-supply/)

## Disabled Facilities Grant

You could qualify for a grant from your local council to make changes to your home. Find out more at [www.gov.uk/disabled-facilities-grants/overview](http://www.gov.uk/disabled-facilities-grants/overview)

### Wales & West Utilities

Wales & West House  
Spooner Close  
Celtic Springs  
Coedkernew  
Newport NP10 8FZ



[www.wwutilities.co.uk](http://www.wwutilities.co.uk)



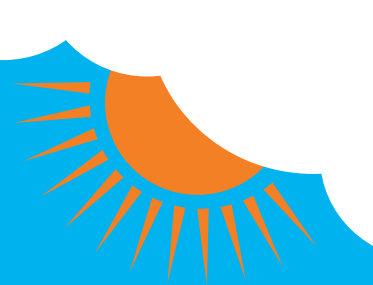
[facebook.com/wwutilities](https://facebook.com/wwutilities)



[@WWUtilities](https://twitter.com/WWUtilities)



# Gas connection funding application form



## Filling in and sending your application

Find out if you qualify for a grant before you pay.  
Please fill in section 3, parts A to F of this form.

Once you've filled in this form, tear it from this leaflet and post, email or fax it to Warm Wales/Warm West.

**Warm Wales Cymru Gynnes CBC, Llewellyn House, Harbourside Business Park, Harbourside Road, Port Talbot, SA13 1SB**

**For Wales contact [information@warmwales.org.uk](mailto:information@warmwales.org.uk) or for south west of England [information@warmwest.org.uk](mailto:information@warmwest.org.uk)**

If you have any questions, please call Warm Wales/Warm West on:

**01656 747623**



### Section 1: To be filled in by Warm Wales/Warm West

Case reference:	<input type="text"/>	Voucher issued? Yes <input type="checkbox"/> No <input type="checkbox"/>	Voucher number:	<input type="text"/>
LIHC/FP:	<input type="text"/>		Benefit or Nest:	<input type="text"/>

### Section 2: To be filled in by Wales & West Utilities

		Option 1	Option 2
CRM reference:	<input type="text"/>	Quote value not including VAT:	<input type="text"/>
Quote date:	<input type="text"/>	Quote value including VAT:	<input type="text"/>
Valid to:	<input type="text"/>		

### Section 3: To be filled in by you (the householder)

#### Part A

Name:	<input type="text"/>	Title: Miss <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Other <input type="text"/>
Address:	<input type="text"/>	Address for the gas supply:
Postcode:	<input type="text"/>	Postcode:
Phone:	<input type="text"/>	Phone:
Email:	<input type="text"/>	

Please tick the appropriate box for each question in part A.

1. Do you live at the gas-supply address? Yes ☐ No ☐ (You must live at the home to claim a grant.)
2. Are you currently: building your home? Yes ☐ No ☐ renovating your home? Yes ☐ No ☐

3. Are you:

a. the property owner?

Yes ☐

No ☐

(If yes, please provide evidence.)

b. an occupier of the property (you live in the home but do not own or rent it)?

Yes ☐

No ☐

(If yes, please provide evidence.)

c. a private tenant?

Yes ☐

No ☐

(If yes, please provide evidence of the tenancy agreement.)

d. the tenant of a housing association or local authority?

Yes ☐

No ☐

(If yes, please provide evidence of the tenancy agreement.)

For tenants – Please give us your landlord's name, address and phone number in the box below.

Name:	Address:
Phone:	

4. How many people live in your home and how old are they?

Person	Male or female?	Age (years)
1		
2		
3		

Person	Male or female?	Age (years)
4		
5		
6		

5. Is anyone usually at home during the day?

Yes ☐ No ☐

6. a. What is the yearly combined income, after tax, of the people living in your home? (Please include all wages, benefits, pensions, and any interest on savings – after tax and any National Insurance payments.)

Income – after tax: Week, or month or year	Each week £	Each month £	Each year £
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b. What are your housing costs and do you receive any help to pay your housing bills?

Housing costs each year	Mortgage £	Rent £	Council tax £
Housing help each year	Mortgage support £	Housing Benefit £	Council Tax Reduction £

7. Please explain if:

your surname is different from the name on your evidence

your address is different from the address on your evidence

8. a. How do you pay for your household energy? Please tick a type of payment. Quarterly ☐ Direct Debit ☐ Pre-payment ☐

b. How much do you pay for your household energy in a year?

Existing fuel	Standing charge each year £ (if this applies)	Name of Energy Supplier
Electricity (economy 7)		
Oil		
LPG		
Solid fuel		
Wood		

## Part B Statement of benefits

Please tick each box if you or your partner claim any of the following benefits (We will need copies of your benefit award letters.)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Pension Guarantee Credit                             | <input type="checkbox"/> Universal Credit  | <input type="checkbox"/> Severe Disablement Allowance             |
| <input type="checkbox"/> Income-based Jobseekers Allowance                    | <input type="checkbox"/> Council Tax Reduction (Excluding single person occupancy discount of 25%) | <input type="checkbox"/> Industrial Injuries Disablement Benefit  |
| <input type="checkbox"/> Working Tax Credit (an upper earnings limit applies) | <input type="checkbox"/> Disability Living Allowance   | <input type="checkbox"/> Child Benefit (Income Threshold Applies) |
| <input type="checkbox"/> Child Tax Credit (an upper earnings limit applies)   | <input type="checkbox"/> Personal Independence Payment   | <input type="checkbox"/> War Pensions Mobility Supplement         |
| <input type="checkbox"/> Income-related Employment and Support Allowance      | <input type="checkbox"/> Attendance Allowance  | <input type="checkbox"/> Constant Attendance Allowance            |
| <input type="checkbox"/> Income Support                                       | <input type="checkbox"/> Carers Allowance  | <input type="checkbox"/> Armed Forces Independent Payment         |

## Part C

1. When was your home built?

Before 1900 ☐ 1930 to 1949 ☐ 1967 to 1975 ☐ 1983 to 1990 ☐ 1996 to 2002 ☐ After 2007 ☐  
 1900 to 1929 ☐ 1950 to 1966 ☐ 1976 to 1982 ☐ 1991 to 1995 ☐ 2003 to 2006 ☐

2. What type of home do you have? House ☐ Bungalow ☐ Flat ☐ Maisonette ☐

3. Is your home: detached? ☐ semi-detached? ☐ an end terrace? ☐ mid-terrace? ☐ a flat? ☐

4. Floor level (for flats and maisonettes only) Top floor ☐ Mid floor ☐ Ground level ☐ Basement ☐

5. How many storeys does your home have?  6. How many bedrooms are there in the property?

7. How many living and dining rooms are there in the property?

8. How much of your home is double glazed? None ☐ Some (up to 25%) ☐ Half (50%) ☐ Most (75%) ☐ All (100%) ☐

9. Are your window frames made of: wood? ☐ plastic or UPVC? ☐ metal? ☐

10. What type of roof does your home have?

Flat ☐ Pitched roof ☐ Pitched loft access ☐  
 Pitched – no access ☐ Pitched (thatch) ☐ Another home above ☐

11. What is the depth of loft insulation?

½ inch or 12mm ☐ 2.5 inch or 75mm ☐ 8 inch or 200mm ☐ 12 inches or 300mm or more ☐ Unknown ☐  
 1 inch or 25mm ☐ 4 inch or 100mm ☐ 10 inch or 250mm ☐ Flat-roof insulation ☐  
 2 inch or 50mm ☐ 6 inch or 150mm ☐ 12 inch or 300mm ☐ None ☐

12. Are your external walls:

solid brick? ☐ cavity? ☐ timber frame? ☐ concrete? ☐ stone? ☐ other (please give details)? ☐

13. What wall insulation do you have?

No insulation ☐ Filled-cavity insulation ☐ Internal wall insulation ☐  
 Unknown ☐ As built ☐ External insulation ☐

## Part D

1. What is your main heating system in your home?

Standard boiler ☐ Condensing boiler ☐ Combi boiler ☐ Condensing-combi boiler ☐  
 Warm-air system ☐ Storage heaters ☐ Room heaters or fires ☐ Other (please give details) ☐

2. What fuel does your main heating system use?

Anthracite ☐ Coal (open fire in grate) ☐ Coal (closed room heaters) ☐ Wood chips ☐  
 Wood logs ☐ Wood pellets (bulk supply) ☐ LPG or bottled gas ☐ LPG bulk (tank) ☐  
 Heating oil ☐ Electricity – on peak ☐ Electricity – off peak (night storage heaters) ☐

3. What controls does your heating system have?

No controls ☐ Heater or fire thermostat ☐ Programmer and room thermostat ☐  
 Radiator-valve thermostat ☐ Manual charge control ☐ Automatic charge control ☐

4. If you have a boiler, please give the make and model number of your boiler.

5. Is your boiler:

wall-mounted? ☐ floor-standing? ☐ a back boiler? ☐

## Part E Questions 1 to 5 below refer to how you heat your hot water in your home.

1. How do you heat your hot water in your home?

From the main heating system (boiler) ☐ Back boiler ☐ Instant electric water heating ☐  
 From secondary heating ☐ Electric immersion (off peak) ☐ Electric immersion (on peak) ☐

2. What is the size of the cylinder?

No cylinder ☐ Medium 131 to 170 litres (between 90cm or 36" to 135" or 54" tall) ☐ No access ☐  
 Normal 90 to 130 litres (up to 90cm or 36" tall) ☐ Large 170 litres (over 54" tall) ☐

3. What type of insulation does your cylinder use?

No insulation ☐ Factory-fitted insulation (solid foam) ☐ Hot-water-tank jacket ☐

4. What thickness is your cylinder insulation?

None ☐ 12mm ☐ 25mm (factory-fitted – yellow) ☐ 35mm ☐ 38mm ☐  
 50mm (factory-fitted – green) ☐ 80mm ☐ 120mm ☐ 160mm ☐

5. Does your cylinder have a thermostat?

Yes ☐ No ☐

## Part F

Do you have any renewable technology in your home?

Yes ☐ No ☐

If yes, please give the type.

Solar PV ☐

Solar thermal ☐

Air-source heat pump ☐

Other

## You, the homeowner, should sign this part.

Please remember to read this declaration and sign it. We cannot process the form without a signature.

I give permission for Warm Wales/Warm West and your partners to use the information on this form for the purpose of this project. Wales & West Utilities may record and use this information for reporting to Office of Gas & Electricity Markets (OFGEM) under the current regulations. This information will not be given to other companies or agencies and will be held or used in line with the Data Protection Act 2018.

Please tick the box if you would like to receive any information on energy-efficiency measures or grants that may be available in the future. ☐

Your signature

Date