

A close-up photograph of a person's hands wearing dark, knitted gloves with white and purple stripes at the cuffs. The person is adjusting a white radiator valve. The background is slightly blurred, showing the radiator's slats. The overall tone is practical and focused on home maintenance.

# 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**

The SHINE logo consists of a solid yellow circle with the word "shine" written in lowercase white letters inside it.

shine

SUPPORTED BY  
**MAYOR OF LONDON**

The EDF Energy logo features a stylized orange flower-like symbol above the text "edf" in blue and "ENERGY" in red below it.

edf  
ENERGY

# 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
- **Electricity discounts** – register for £140 off winter electricity bills with certain suppliers
- **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** – benefit checks and 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.

Contact: T: 0300 555 0195 or 0207 527 2001 E: [contact@shine-london.org.uk](mailto:contact@shine-london.org.uk) W: [www.shine-london.org.uk](http://www.shine-london.org.uk)

SHINE is delivered by

**ON ENERGY**

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