


# HEAT



## GET SUPPORT WITH YOUR ENERGY BILLS

With the Home Energy Advice Team

 0800 092 9002

# YOUR HOME ENERGY ADVICE TEAM



Welcome! Inside this pack, you will discover a wealth of valuable advice and information that you can effortlessly share to raise awareness about the various support options provided by HEAT for UK households.

What's included in this pack:

- Ready-to-use copy for any publications you create
- Engaging posters, informative leaflets, and printable factsheets
- Thoughtfully crafted social media posts for your accounts
- Additional brand resources

**If you have any queries or require further assistance, please don't hesitate to reach out to our dedicated partnership team at [heat@thewisegroup.co.uk](mailto:heat@thewisegroup.co.uk). We are here to help!**

# ABOUT US



HEAT provides mentoring support and advocacy to vulnerable households to ensure no one has to struggle between choosing to heat or eat.

We help households experiencing energy crises through the provision of independent, tailored advice. By working with households to optimise their relationship with fuel consumption and efficiency over time, we reduce fuel poverty and help more people live comfortably in a warm home. We also aim to ensure emergencies are dealt with quickly and efficiently

HEAT offers households impartial advice and support. Our 'customer first' approach offers a solution to better support and manage your customers, providing them with a first-class mentoring service when they need a helping hand to:

- Develop skills and confidence to manage their home energy
- Pay their bill
- Deal with accumulated/unexpected fuel debt
- Address complex, historic billing issues
- Access the right and affordable home energy systems

**Our service is designed to integrate with Warm Home Discount Industry Initiatives, as well as align with the Vulnerability Commitment from Energy UK**

# MENTORING APPROACH

# HEAT

We support people through a mentoring approach to drive behavioural change, enabling them to take control of their energy usage, to reduce and manage their bills. Our approach focuses on the customer's needs foremost so everything we do is person-centred. We find this to be the most effective method in achieving sustainable outcomes and change, preventing the customer's need for repeated crisis support.

Customers come to us at the point of need with the challenges they are experiencing. Our mentors work by building rapport and understanding to determine what other support customers might need throughout their journey with us. Key to our success is the trust our mentors secure with customers and the independent nature of our advice and support.



**Call freephone 0800 092 9002 - Lines open Monday to Friday 9pm to 5pm**



**Email us at [HEAT@thewisegroup.co.uk](mailto:HEAT@thewisegroup.co.uk)**



**Visit us online - <https://www.thewisegroup.co.uk/energy-advice/home-energy-advice/>**

**Online referral form - <https://bit.ly/HEATSPCR>**

# WHO WE CAN HELP

# HEAT

## Households in Fuel Poverty

Our HEAT service is designed to support households facing fuel poverty or at risk of struggling with their energy costs. If you work with individuals or families who could benefit from HEAT, we encourage you to refer them for free, expert energy advice and support.



### In England:

**Fuel poverty is measured using the Low Income Low Energy Efficiency (LILEE) definition. This applies to households that:**

- **Have a residual income below the poverty line after accounting for necessary fuel costs.**
- **Live in a property with an energy efficiency rating below Band C.**



### In Wales:

**A household is considered to be in fuel poverty if they spend 10% or more of their income on energy costs (including Housing Benefit, Income Support for Mortgage Interest, or Council Tax Benefits).**

# WHO WE CAN HELP

# HEAT

## Households at Risk of Fuel Poverty

Not all struggling households fit the formal definition of fuel poverty, but they may still need support. We also help people who are more vulnerable to rising energy costs, including:



### Across the UK

- Older people and pensioners
- Individuals with health conditions that require higher energy use
- Families and individuals struggling with energy costs but not classified as fuel poor
- People with a disability
- Households living in communities affected by fuel poverty
- Households living in off-gas grid homes

# PROMOTIONAL MATERIAL

# HEAT

The HEAT service is here to support households impacted by fuel poverty. We are setup to provide remote services and advice via telephone, as well as a home visit service for the most vulnerable.

We have included links to our promotional material which can be distributed to promote the HEAT service to your customers:

## Leaflets

Download and print our customer flyer [here](#)

Download and print our customer energy tips leaflet [here](#)

Download and print our partner leaflet [here](#)

## Posters

Download and print our customer poster [here](#)



# SOCIAL MEDIA

Let's join forces and make a positive impact together! Share the content below and let everyone know about HEAT's support for energy bill challenges. Together, we can create a community that thrives on energy affordability and financial well-being.

Remember, tag The Wise Group on your social channels to ensure that your friends, family, and followers get access to this invaluable support. Let's make a difference, one share at a time!

## Facebook

Are you struggling to pay your energy bills?

Get free advice and support from @TheWiseGroup HEAT Energy Mentors to help you reduce your energy costs and manage your debt. Call 0800 082 9002 to learn more about how HEAT can benefit you.

## X (formerly Twitter)

Struggling with your energy bills? Seeking expert advice and support?

Get free assistance from @TheWiseGroup\_SE HEAT Energy Mentors to help manage your energy costs.

Dial 0800 082 9002 to discover how HEAT can transform your situation.

#EnergySavings

# HEAT



[Download Facebook image](#)



[Download X image](#)



# LOGOS

# HEAT

To further promote the Wise Group's HEAT service, we encourage partners to use both HEAT and Wise Group logos. To download, please click on the logo.

**When in use, please use both Wise Group and HEAT logos.**

**Wise Group (main logo)**



**Wise Group (alternative)**



**Wise Group (white)**



**HEAT (main logo)**



**HEAT (Alternative)**



**HEAT (main logo)**



# GET IN TOUCH

# HEAT

We are delighted to be working in partnership with you to deliver HEAT services to your customers. If you have any queries related to the content in this pack or require additional support, please contact our HEAT partnership team - [HEAT@thewisegroup.co.uk](mailto:HEAT@thewisegroup.co.uk)



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