

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 a blurred radiator. The image is overlaid with a semi-transparent dark grey rectangle containing white text and green decorative elements.

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

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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 W: www.shine-london.org.uk

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