

Help for those with dementia



We know Dementia can be challenging for those suffering from the condition as well as for carers. Our partners aim to make life a little easier by offering advice & support.



Debt advice



Our partners offer free and impartial debt advice to make sure you have the support needed to get your finances back on track.



Making sure you are on the best tariff



We are your Network Operator and deliver electricity to your home, we are not your Energy Supplier and do not issue your bill.

To make sure you are getting the best possible deal from your Energy Supplier, our partners work independently to look for the best tariff across all Suppliers to ensure your electricity and gas bills are as low as possible. They will help you switch suppliers where there is a better deal – taking the hassle away for you.

Good food & good friends



We have partnered with a project covering some of our areas. The project connects people who like to cook and don't mind cooking an extra portion for their elderly neighbours. Your neighbour would deliver you a home cooked hot meal and spend time with you on a regular basis if you would like. Home cooked food and friendship, what could be better!



What to do next?

If you are interested in any of the services offered in this leaflet please contact us on:

0330 1010 154

Lines are open 8.30am to 4.30pm Monday to Friday

Our team will be happy to talk to you and make referral arrangements on your behalf.

Doing the hard work for you.

Bringing you a little extra help.

We are SP Energy Networks, your local Distribution Network Operator. We are the people who keep your lights on and deliver electricity to your home 24 hours a day – 365 days a year.

We have partnered with a number of independent organisations to be able to bring local services to our customers who would benefit from a little extra help. This leaflet gives details of the services you may be able to benefit from.



Free local services for you

We have brought together a number of local partners to deliver free or low cost services to customers who are elderly, disabled or just need a little extra help.

All services are delivered by independent organisations, so our customers who may need a little extra help can access these in one place and we can do the hard work for you.

Contact us on the number at the back of this leaflet if you would like to find out more about any of these services.

Helping you in a power cut



In the event of a power cut, our teams work around the clock to restore your electricity as quickly as possible. We appreciate for some customers this may be particularly distressing and that's why we offer extra support to customers who feel they need our help.

You can join our Priority Services register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help.

You can also register with us if you feel you need support for a short period of time.

For example: if you are recovering from an operation, if you are pregnant or if you have been recently bereaved and need some extra support.



Finding a friend

Have you ever felt lonely, do your days stretch out endlessly with no one to talk to?

We all need a friend and someone to chat to. More and more people are living alone now and becoming isolated and lonely.

We have a number of partners who offer a befriending service. They will link you with local friends who can come to visit you or meet with you for a chat and a cup of tea or talk to you on the phone.

Don't be lonely, give it a try.



Staying safe at home



Benefit from fire safety advice to make sure you stay safe and secure in your home.



Help with your weekly shop



Do you ever wish you had help with your weekly shop? Our partners offer a grocery shopping service for elderly customers where your groceries can be delivered to your home, unpacked and put away for you, if you wish.

Taking the worry and hassle away for you.



Keeping warm



Get free impartial advice on how to make your home cheaper to heat. Warm homes make you healthier and happier and an energy efficient home is good for your finances.

Our partners offer energy efficiency advice tailored to your home, to keep you warm and save you money. They can also help with accessing available funding and grants.



Maximising your income



Our partners offer free and impartial advice and will carry out checks on your behalf to make sure you are receiving the income you are entitled to.