



scarf
ENERGISING COMMUNITIES

Welcome

Scarf is a charity/social enterprise delivering a range of services to householders, communities, and businesses throughout the North East.

For over 35 years we have been offering free and impartial energy saving advice to help people lower their fuel bills and carbon emissions.

Over the phone, online or face-to-face we can offer information about grants and funding, energy efficiency improvements for the home, fuel debt and billing, and much more.

We work in close partnership with local and national government and other third sector organisations to help reach those in need of our services.

In this pack you will find lots of advice and information that you can share to help promote the range of support available to Scottish households plus:

- Copy for use in any publications you create.
- Posters.
- Suggested posts for your social media accounts.
- Other useful sources of support and online tools.



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Energy price cap update

From the 1st April 2024, Ofgem have confirmed that the average energy bills, based on typical domestic consumption values, for a typical dual-fuel household paying by direct debit will be around £1,690. This is about a reduction of £238 a year based on the previous price cap unit rates.

The rates are:

Electricity

- Unit rate: 24.50p per kWh
- Standing charge: 60.10p per day

Gas

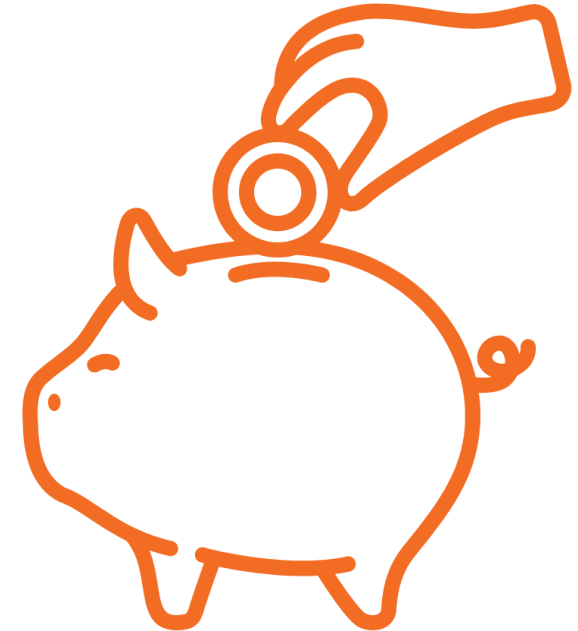
- Unit rate: 6.04p per kWh
- Standing charge: 31.43p per day



Financial support

We have various ongoing programmes that may be able to provide financial support through energy vouchers. To find out what is available in your area, that you may be eligible for, get in touch with our advisors by calling [0808 129 0888](tel:08081290888) or emailing heat@scarf.org.uk

Energy efficiency upgrades funding may be available through the ECO4 programme and the area-based schemes.



ECO 4

The [Energy Company Obligation \(ECO\)](#) is a UK government energy efficiency scheme led by the private sector in Great Britain to tackle fuel poverty and help reduce carbon emissions. Funded by major energy suppliers, the 4th version of this project, ECO4, will help householders save on their energy bills and reduce carbon emissions. Scarf deliver the scheme on behalf of participating Local Authorities and manage the referral process to our Approved Framework of ECO4 contractors.

We have commissioned five projects in the North East as part of the fourth phase of ECO Flex (ECO4 Flex) which has so far resulted in:

Over **1,000,000 tons of carbon** saved across the project

Over **300 homes** supported

An average investment of **£20,000 per household**

Over **£6m of ECO funds** to involved local authorities

Eligible households may be able to access energy efficiency upgrades such as a heat pump, boiler upgrade, insulation, etc.



Energy saving tips



Follow our tips* and advice for quick and easy ways to save energy, lower your bills and reduce your carbon footprint. Whether you're a homeowner, a private or social renter, a student, or you live with your parents, there are many things you can do. Take a look at our quick tips and see how much you could save.

1. If you're spending more time outside, remember to switch appliances off at the wall. Turning off appliances rather than leaving them on standby could save you around £55 a year on your bills each year. You may want to think about getting a standby saver or smart plug which allows you to turn all your appliances off standby in one go. Find out which appliances use most energy in your home.
2. During the winter, you probably set your temperature at a high level so be sure to reset your thermostats as the weather starts to warm up. Dropping the heat by just 1°C can save you on average £105 per year. And don't forget to reset any thermostat timers – as the clocks have gone forward, more sunlight means your house will naturally be warmer and lighter, so you'll not need the heating on as much, if at all.
3. If you're getting back into your garden, before you look out your hosepipe did you know it can use enough water in 30 minutes to fill five bath tubs? If you need to use one, fitting a garden hose gun attachment allows you to control where and when you use water outside.
4. Cutting back your washing by one cycle a week, by always making sure the machine is full, could save you £14 a year in energy bills, and taking advantage of the weather warming up and drying clothes outside, instead of in a tumble dryer, will give you further savings.
5. Swap your bath for a shower. Some of us might enjoy a long soak in the bath, but swapping just one bath a week with a 4-minute shower could save you £15 a year on your energy bills.
6. *These tips have been provided by Energy Saving Trust. Info correct as of October 2022.

Home visits



Managing fuel spends can be difficult. Household circumstances, property, lifestyle, heating systems – all can affect your bills.

That's why we provide free home visits. Our advisors will get to know you, or your client, and the property to provide tailored advice, helping to stay warm for less.

Advisors can identify ways to make your home more energy efficient as well as assess your home for damp and condensation problems. They also provide general energy saving advice that can have you saving energy and money in no time.

Arranging a free home visit:

Call freephone **0808 129 0888** or email heat@scarf.org.uk to arrange the most suitable day and time for a visit;

You'll receive a call prior to your visit to make sure the arrangement is still convenient for you;

The advisor will arrive (with Scarf ID badge visible);

Your advisor will take a look at your property, your heating system, fuel bills and – most importantly – talk to you to find out exactly what the problems are;

They will then review your case and get in touch with the best solution;

With the support of the advisor, your problem will be resolved to the very best of our capabilities.

A home visit could be the first step to lower fuel bills and a warm, dry home.

Get in touch to find out how we can help you.



Referrals

If your clients could benefit from our support, from advice to home visits, you can make a direct referral on their behalf to us via our third-party form. [Third Party Referral \(scarf.org.uk\)](https://scarf.org.uk) .



Outreach and events

Scarf arranges and attends face-to-face and online events to reach out to North East communities.

We aim to support other organisations by delivering advice and information face-to-face to their customers, staff, and the general public.

You can request us to attend your event/premises by completing [this form](#). The information you provide in the form will help us confirm staff for the event, or make suitable alternative arrangements otherwise.

We aim to respond to all requests within 5 working days. Unfortunately, we will not be able to attend all events and would appreciate all requests are with us at least two weeks before the event.

[Download our poster shell and promote our drop in event at your premises](#)



Social media

Suggested post content

Concerned about rising energy costs? If you're struggling to keep up with your energy bills, Scarf is dedicated to helping you. Find out more and how to get in touch at [Scarf](#)

Follow and tag our social media accounts:

Facebook - @ScarfScotland

Instagram - @scarfscotland

LinkedIn - @scarf

You can download images

For [Instagram here](#)

For [Facebook here](#)

Struggling with your fuel bills?

Scarf can support you with:

- > Saving money on your fuel bills
- > Accessing grants and schemes
- > Cutting your CO2 emissions

Contact us today by

Calling freephone
0808 129 0888

Emailing heat@scarf.org.uk



Useful information and tools

List of services for financial support

(eg debt, emergency funding and fuel vouchers) Home Energy Scotland website

The Energy Price cap explained

Energy Saving Trust website

Help to avoid energy scams

Home Energy Scotland website

Cost of Living support

Scottish Government website

Citizens Advice Scotland

0800 028 1456

Low Emission Zones vehicle checker

Renewables Installer Finder

Online tool to search for accredited installers throughout Scotland

Green Homes Network

Read stories from people who've already installed renewables

Money Advice Scotland

0414 572 0237

Stepchange Debt Charity

0800 138 1111

Emergency Gas number

0800 111 999

Priority services register

The PSR - The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity or gas supply - PSR

Advice Direct Scotland

0808 800 9060