



Press release

04/01/2021 For Immediate Release

Brand New West Sussex Energy Advice Service 2021

Brand New Energy Advice Service launched aimed at Tackling Fuel Poverty & Climate Change across West Sussex in 2021.

From Monday 4th January 2021, Arun & Chichester Citizens Advice launched a brand-new Home Energy Advice Service to help those who live in West Sussex with their home energy bills and home energy improvements.

Citizens Advice will be working with the West Sussex Fuel Poverty Co-ordinator Emma Pagett, to deliver 'Tackling Fuel Poverty, Together': a project, funded by The Energy Redress Scheme, that aims to support households to keep warm, reduce the risk of people struggling to afford energy service costs and tackle fuel poverty across the whole of West Sussex.

The charity's new service is run by a dedicated team of Qualified Home Energy Advisors, trained specifically for this exclusive service. The Home Energy Advisors can be contacted on **01243 974063**, Monday to Friday, and to any West Sussex residents who may be worried about; the cost of their home energy, keeping warm or need help or support with issues such as **bills, grants, building improvements** and much more. Support is available across all housing tenures, including home owners, private and social renters.

Arun & Chichester Citizens Advice CEO, Luca Badioli, stated

"We, at Citizens Advice, are proud to continue to be, at the forefront of helping residents across West Sussex. In 2020, Arun & Chichester Citizens Advice and Citizens Advice West Sussex helped our community gain over ten million pounds for those in need and, whilst the impact of the pandemic continues to affect so many people, our team of qualified energy advisers are here to help anyone in fuel poverty who could be at risk of financial hardship or deteriorations to their health and wellbeing. We are extremely grateful to the financial contribution of the Energy Industry Voluntary Redress Scheme for funding such a service. This

service is needed, now more than ever and allows us to work with many partners to 'Tackle Fuel Poverty, Together'

Emma Pagett, West Sussex Fuel Poverty Co-ordinator, said

"This new service is a welcomed addition to the home energy support available across West Sussex. Residents can now call up just one telephone number to get up to date information and advice. The West Sussex Affordable Warmth Partnership looks forward to working with the Citizen Advice, West Sussex County Council and all the fantastic community organisations, health groups and Local Authorities in West Sussex to reach and support residents."

Charlie Young, Arun & Chichester Citizens Advice's Projects Manager, said

"There is a huge amount of help out there to help people keep warm and well, but it can be difficult to know where to start. We're excited that our new energy team can be a vital guide through the complex systems and support that are out there in the energy sector to ensure your home is warmer today and in the future."

The Home Energy Advice Service provided by Arun & Chichester Citizens Advice aims to tackle fuel poverty across West Sussex, and help lower carbon our carbon emissions, by providing West Sussex residents with the energy advice and assistance they need. From helping families who may be struggling with **energy bills payments**, empowering individuals to take action; such as **switching supplier**, signing up for new **grants** and **schemes**, to providing home owners with the knowledge and advice they need to make their homes more **energy-efficient**, and even assisting **with home energy improvements** or **repairs** using grants, such as the Green Homes Grant.

West Sussex residents and families who may be facing financial hardship, struggling with energy payments, or need help with home grants and repairs can contact the West Sussex Home Energy Advice Service on **01243 974063** or via Arun & Chichester Citizens Advice's new Video Chat <http://bit.ly/videoadvicenow> (*please see below for service times*)

This service is NOW live and is available to all residents across Chichester, Bognor Regis, Worthing, and the whole of West Sussex. If you, or anyone you know, want to lower your energy costs and help climate change then call us now.

GET IN TOUCH NOW AND HELP TACKLE FUEL POVERTY!

- **CALL:** 01243 974063 (Monday to Friday 10am- 4pm)

- **VIDEO CALL:** [Click Here](#) or head to <http://bit.ly/videoadvicenow> (Monday 1:30pm- 4:30pm)

For more information, advice or to find out more about Arun & Chichester Citizens Advice head to www.arunchichester.org.uk

or join in the conversations [Facebook](#) [Twitter](#) and [Instagram](#)

**local call charges or mobile data use may apply, please check your provider.*

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For more information contact:

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We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Notes to editors:

1. [Arun and Chichester Citizens Advice](#) are currently offering advice and information over the phone (0344 477 1171), and via web chat and via email and web chat: www.arunchichestercab.org.uk
2. In 2020 Arun & Chichester Citizens Advice helped client deal with over **23,000 issues** and helped bring in an additional **£2.4million** in to our local economy to help those in need in the local community.
3. People can find frequently updated advice on a range of issues related to the Coronavirus outbreak at www.arunchichestercab.org.uk
4. The availability of face-to-face services is currently suspended due to the recent pandemic. If people need to speak to someone for advice, they should check our website or call our team.
5. All advice and support is free, confidential, independent and impartial.
6. Citizens Advice is made up of the national charity Citizens Advice; the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
7. Nationally Citizens Advice helped 2.8 million people face to face, over the phone, by email and web chat in 2019-20, and we had 34.5 million visits to

our website. For full service statistics see our [monthly publication Advice Trends](#).

YouTube Energy Advice Videos

- Loft Insulation <https://youtu.be/QRNHm9tgNYY>
- Cut the cost in the Kitchen https://youtu.be/w_oCLLtVqQ0
- Gaps in your floor boards <https://youtu.be/MRMtQzvRCug>
- Window Cracks <https://youtu.be/z5uLXUyT0Es>
- Door draughts <https://youtu.be/6BGMyYibNZQ>

Full Playlist

https://youtube.com/playlist?list=PLf6Z2V0kIW_L_E5YSshfjwPE5ngGvLK6j

Project Web page

<https://www.arunchichestercab.org.uk/contact-us/energy-2021/>

Web Page News section <https://www.arunchichestercab.org.uk/news/energy-advice-service-2021/>