

The Newsletter for the Warm Hubs Network

WarmHub
COMMUNITY ACTION NORTHUMBRIA
ca-north.org.uk

COSY

CAN

Spring Edition 2021



Your FREE water saving kit

If you think not having a meter means you can use as much as you like, think again.

We're lucky here in the north of England, but clean water is not unlimited. We all need to think about how we use water, and what we can do to cut down our usage.

At Northumbrian Water we're working with our partner Aqualogic who have enormous experience helping customers save water in their home.

**NORTHUMBRIAN
WATER** *living water*

**Claim your
FREE
water saving kit
from
Northumbrian
Water at**

www.nwl.watersavingkit.com

WATERING CAN

Many people across the country have experienced unexpected changes in their circumstances due to the coronavirus pandemic, and Northumbrian Water understands that some of their customers may need extra help during these challenging times.

Northumbrian Water is encouraging their customers who received a letter from their GP to shield, have a health problem or disability or have/look after children under the age of 5, to sign up for their free Priority Services.

**Here are some of ways
Northumbrian Water
can support you if you
register:**

- If you have children under five, a disability or an illness which means you might struggle with water, they will make sure you're given priority and have the water you need in case your water goes off for a continued period.
- Have your bills read to you or receive your bills and leaflets in Braille, large print, audio or Easyread.
- Nominate someone you trust to send your bill to and talk to us on your behalf.
- Text relay if you are deaf or hard of hearing - dial 18001 before any of our listed numbers.
- An interpreter if English is not your first language.

WATER WITHOUT THE WORRY



www.ca-north.org.uk/supporting-individuals/warm-hub-project

- Register a password so you know it's Northumbrian Water visiting your home and not bogus callers.

If you'd like to register for these free services, please go to www.nwl.co.uk/priorityservices to complete a short form. You can also sign up someone you know with their permission or if you don't need these services, you might know someone who does - family, friends, neighbours, please spread the word, so we can help as many people as we can!

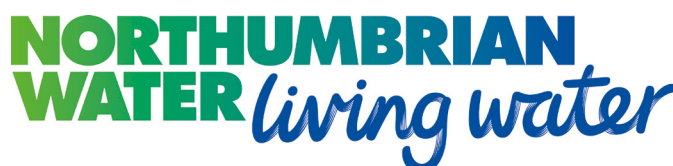
Northumbrian Water is also doing everything they can to ensure that customers receive the financial help and support that they need.

Here are some of the ways the utility company can support customers with their bills:

- Check you are on the cheapest tariff for your current circumstances - the company may be able to offer a discount of up to 50% on your current charges. These tariffs are perfect if: your total household income is less than £16,105, or a member of your household receives Pension Credit or your income is not enough to cover your essential bills.
- Switching to a water meter may save you money. Check out the instant, online calculator at www.nwl.co.uk to see if a meter would reduce your charges. A meter is free to install and you can track your water usage with an online account.

- If you've been made redundant or had a sudden change to your income and can't afford to make your payments, Northumbrian Water can offer you a payment break. There's no need to worry about the bill during this difficult time. So far this year, the utility company has helped over 7,000 of its customers with a payment break.
- There are many flexible payment plans to suit your household. If your income has reduced and you can't afford your normal payment arrangements, please do not worry as the company can help you with a flexible payment arrangement.
- Please talk to Northumbrian Water as they are always happy to help and work with independent debt charity, StepChange, who provide free, expert debt advice and solutions for anyone looking to reduce arrears and re-schedule payments to ease debt problems.

If you think you would benefit from a payment break, tariff or free debt advice, or know of a family member, friend or neighbour whose life would be made that little bit easier with some support, visit www.nwl.co.uk/bill-help or call 0800 121 4608.



Video Presentations

www.ca-north.org.uk/supporting-individuals/warm-hubs/advice-and-resources

Community Action Northumberland

have put together some useful video presentations which include, chair yoga, standing yoga, relaxation, first aid, carbon monoxide awareness and fire safety in the home, these are all available on our You Tube channel as well as the CAN website. These videos can be used by individuals or for group sessions.

Visit the You Tube website and search for Community Action Northumberland, scroll down to watch our useful videos. You can also subscribe free of charge.

- Self Help First Aid for rural communities
- Carbon Monoxide awareness training
- Chair Yoga
- Relaxation Yoga
- Standing Yoga



Did you know?

5,500

litres of water is wasted a year
by a single dripping tap

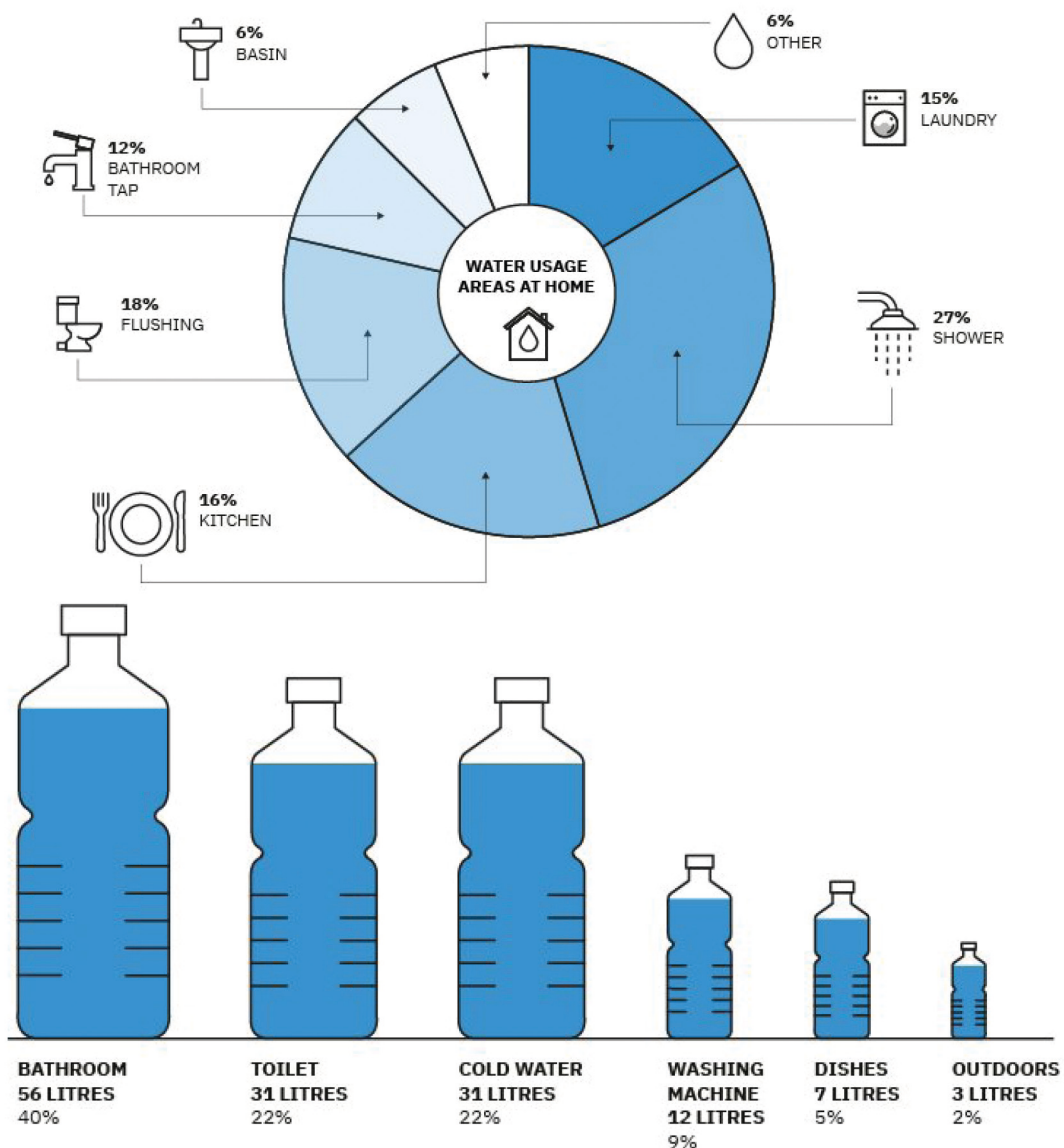
27%

of water used in the home
is in the shower.
Take the 4 minute shower
challenge

200

litres of water is wasted every
day by a leaky loo. We'll fix your
leaking toilet for free contact
Northumbrian Water for further
information.

Take a look at our
water usage facts
and figures



The Green Homes Grant

Northumberland County Council were recently awarded a £3.4m Government grant to tackle the climate emergency and reduce fuel poverty through the installation of renewable energy and heat technologies. Works will be carried out by E.ON to 200 private and 140 council owned properties, starting as early as April.

Eligible residents will need to own their own property, have a household income of less than £30,000, and have an Energy Performance Certificate (EPC) rating of 'D' or below. Those properties that do not hold an EPC rating can contact E.ON for a free review. Residents do not need to be an E.ON customer to benefit from the scheme.

Those who are interested in renewable technology installation to their homes under the newly funded scheme should contact E.ON online by visiting www.eonenergy.com/home-heating/green-homes-grant or by emailing GreenHomesGrant@eonenergy.com



with their contact details, and a member of E.ON's customer services team will be in touch. Alternatively, residents can call the E.ON Green Homes Grant team on **0333 202 4820**. Lines are open Monday to Friday, 9am-5pm.

CONTACT US

If you would like any help or advice please contact CAN

Christine Nicholls

Community Development Officer

Organisational Lead in Energy Equality

Mobile number 07827 403837

Email: christinenicholls@ca-north.org.uk

Tel 01670 517178

Email: info@ca-north.org.uk

Website: www.ca-north.org.uk

Facebook: www.facebook.com/communityactionnorthumberland



Community Action Northumberland

UNIUN Enterprise Building, Front Street, Pegswood,
Northumberland, NE61 6UF

Community Action Northumberland is a Company Limited by Guarantee (no. 07805401),
and a Registered Charity (no. 1144604).