

FACTSHEET 4

Financial Help, Grants & Priority Support



For people living with spinal cord injury, higher energy use is often unavoidable. The focus should be on:


- ✓ Maintaining a safe and comfortable home
- ✓ Improving energy efficiency where possible
- ✓ Accessing financial support and specialist advice



With the right combination of practical changes and external support, it is possible to better manage energy costs without compromising health or independence.

1 What support is available?

There is a wide range of financial support available in the UK to help with energy costs, particularly for people with disabilities or long-term health conditions such as spinal cord injury.

 Many people are eligible but do not apply — so it is important to explore what support is available.

2 National schemes and payments

- Warm Home Discount — a one-off reduction on electricity bills
- Winter Fuel Payment — support during colder months (depending on eligibility)
- Cold Weather Payments — extra payments during periods of very cold weather
- Household Support Fund — emergency help distributed by local councils

3 Energy supplier support

Most suppliers offer additional help, including:

- Hardship funds or grants
- Flexible repayment plans for energy debt
- Emergency credit for prepayment meters

If you are struggling, contact your supplier early — extra protections often apply where there are health or accessibility needs.

4 Priority Services Register (PSR)

People with spinal cord injury are usually eligible for this free service. Benefits include:

- Priority assistance during power cuts
- Advance notice of planned outages
- Help with meter readings or moving meters
- Accessible billing formats (e.g. large print, Braille)
- Option to nominate someone to manage your account



Do not wait until bills become unmanageable. Seeking advice early, registering for support services, and applying for grants can make a significant difference.



Further Support

Contact Back Up's Energy Advisor on energy@backuptrust.org.uk or visit www.backuptrust.org.uk/energy.

Our advisor can discuss the challenges you are facing and offer advice, support and onward referrals to other organisations where appropriate.



Other Organisations

Energy Saving Trust — www.energysavingtrust.org.uk

Scope — free disability energy advice service — www.scope.org.uk

Citizens Advice — support with billing, disputes, and energy rights — www.citizensadvice.org.uk

Turn2us — tools to find grants and check benefit eligibility — www.turn2us.org.uk

National Energy Action — expert help for households struggling with energy costs — www.nea.org.uk

Centre for Sustainable Energy — practical advice and local schemes — www.cse.org.uk