

COVID-19 Winter Grant Scheme (CWGS) 2020/21

ELIGIBILITY

- County resident
- AND**
- Struggling financially due to COVID-19

REFERRAL PROCESS

Referrals can be made *via*:

- Online enquiry at <https://nottenergy.com/covid-19-winter-grant-scheme/>
- Dedicated phone line : **0300 600 0808**

Referrers will need to provide:

- Clients' name, address, date of birth, telephone and/ or email
- Reason for the referral
- Staff members name, job title, team/dept, telephone number and email

***please also inform the client to prepare for a call back from NEP within 2 working days and to have ready evidence of eligibility**

CWGS Support

NEP will assess the client's need and provide one or more of these CWGS support measures:

- a maximum of two fuel payments at £49 each
- £80 water bill payment

*** NEP will aim to process utility payments within 5 working days of assessment, dependent on prompt receipt of client documents**

NEP Support

NEP can/will also support the client with non-CWGS measures, including:

- Boiler replacement / repair / service
- First time central heating
- Cavity or solid wall insulation
- Loft insulation
- Energy tariff comparison
- Warm home discount
- Benefits checks
- Western Power Distribution's Priority service register
- Debt advice
- Hardship funding
- Home improvements (including damp and mould advice)