



Get help with your energy bills and staying well and warm

You can access free support from SHINE if you are living in London and one of the following apply:

- over 60
- on a low income
- have a disability or a long-term illness
- have children



shine

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MAYOR OF LONDON



Get a free SHINE assessment and access a range of services with one call:

Energy and bills advice – advice on energy saving, billing and metering, heating systems and controls

Electricity discounts – register for £140 off winter electricity bills with certain suppliers

Water discount – half price or capped water bills for eligible customers

Energy Doctor home visits – review energy bills, check heating controls and fit energy efficiency measures such as low energy light bulbs, draught proofing, reflective radiator panels and water saving devices

Energy debt support – support with payment plans and methods, supplier mediation and grant applications to clear arrears

Bill comparisons – help to compare all the gas and electric deals on the market to find out if you could save money with another supplier or tariff

Extra Care Services – if you have additional needs you can get support in power cuts, accessible utility bills, supplier password systems etc.

Heating and insulation grants – for private tenants and home owners

Income Maximisation – support to access budgeting advice

Fire safety check – a visit from London Fire Brigade to check fire alarms and help prevent accidents

Air pollution alerts – helping those with respiratory issues plan days out

London Taxicard – subsidised taxi journeys for people with limited mobility or visual impairments

More services are available. All services are subject to eligibility and many subject to local provision.

Contact: T: 0300 555 0195 or 0207 527 2001 E: shine@islington.gov.uk W: www.shine-london.org.uk

SHINE is delivered by

ON ENERGY

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