

SELCE's ENERGY ADVICE SERVICES

We provide free, expert, independent, one-to-one energy advice, such as:

- Offering impartial advice on how to pay less for electricity and gas
- Giving you advice about energy debt
- Advocating to energy suppliers on client's behalf
- Guiding through applying for discounts and [grants](#)
- Explaining how to make homes more energy efficient

Selce deliver energy advice via:

- 1:1 phone advice
- Drop-in energy cafes, for in person 1:1
- Workshops for community groups

Following on from those services, to eligible households, we offer:

- Home visits to install low-cost energy saving measures, with London Energy Advice Partnership.
- The Heat Doctor: heating system check-ups for private-rental and homeowners on gas properties.

All of our services are free to qualifying low-income or benefit claiming households. We request that people have a bill to hand so that we can give specific advice.

We currently offer advice in English, Spanish, Portuguese, Urdu and Bengali.

HOW TO REFER TO SELCE

There are three ways you can refer to Selce:

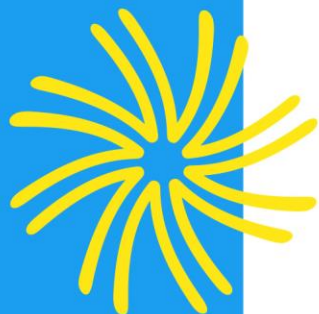
- [fill in this form via www.selce.org.uk/energy-advice](http://www.selce.org.uk/energy-advice)
- call us on [020 4566 5764](tel:02045665764)
- or get in touch via email at energy.advice@selce.org.uk
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Our energy advice phonenumber is open **Monday – Friday 10am – 4:30pm.**

Depending on the time of year, our waiting list can be from **3 – 10 days.**

We are currently funded by:





WORKING IN PARTNERSHIP

If you have a number of clients who can benefit from Selce's services, there are a number of ways we can help.

- Deliver a short information session to your staff around how to refer to Selce and the services we provide to help with triaging.

- Deliver an energy advice workshop to your community group (or staff if they would benefit from our service too) for top-level advice.
 - o These workshops cover available discounts and grants, debt discussion, free and low-cost things people can do around the home.
 - o These workshops need a focused room, chairs and a table. And, if possible, though not necessary a projector.
 - o They work best with 5-20 attendees.
 - o These can last 30-40 minutes, depending on participant engagement.
 - o This is also useful for trust building prior to 1:1 advice.

- Organise a pop-up energy café to deliver 1:1 advice.
 - o These can be added on after a workshop or stand alone.
 - o We ask that you let your clients know in advance that we are coming so that they can bring a bill with them. We can do advance sign-up for slots, but they are not necessary.
 - o We can spend between 10-30 minutes with a client and may need to follow up with a phone call.
 - o We need a table and 2 chairs in a public facing space, with some privacy.
 - o We also deliver energy cafes on a regular basis but will run short-term trials to see what the demand may be.

- Set up a data sharing agreement for online referrals. If you would like to set up a data sharing agreement with us, please contact Katherin@selce.org.uk.

To book an info-session, workshop or pop-up energy café please [fill in this form](#) or contact flavia@selce.org.uk.