

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, [grants](#), and further support
- Explaining how to make homes more energy efficient
- Advice on smart meters
- Carbon monoxide awareness

Selce delivers energy advice via:

- 1:1 phone advice
- Drop-in energy cafes, for in person 1:1
- Workshops and pop-up stalls for community groups

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

- Home visits to install low-cost energy saving measures and to provide energy advice within the home
- The Heat Doctor: heating system check-ups and support for all households.

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, French, Arabic, Nepalese, and Bengali. But we also have an online direct translation service, which can translate any language.

How to refer to Selce

There are four ways you can refer to Selce:

- Fill in this form via www.selce.org.uk/energy-advice
- Call us on 020 4566 5764
- Get in touch via email at energy.advice@selce.org.uk
- Or visit one of our drop in energy cafes, [which you can see here](#).

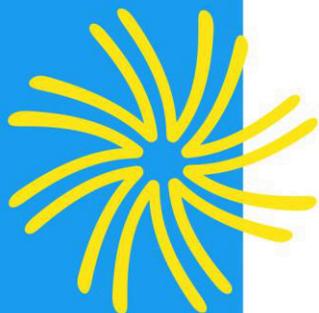
Our energy advice phonenumber is open Monday – Friday 10am – 4:30pm.

Depending on the time of year, our waiting list can be from 3 days to 3 weeks, except in emergencies. Emergency situations include people that have no heating or who have run out of energy on their meter. .

Working in Partnership

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

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



SOUTH EAST LONDON COMMUNITY ENERGY

www.selce.org.uk

energy advice

We can deliver an energy advice workshop to your community group (or staff if they would benefit from our service too) for top-level advice:

- These workshops cover available discounts and grants, debt discussion, free and low-cost things people can do around the home, smart meter advice, carbon monoxide awareness, energy efficiency awareness, and more.
- These workshops need a focused room, chairs and a table. And, if possible, though not necessary a projector.
- We can work with any number of attendees
- These can last anywhere from 30 minutes to 2 hours, depending on participant engagement.
- This is also useful for trust building prior to 1:1 advice.
- Instead of a workshop, we can also host a stall inside your building. This is a more informal session where people can have an informal 1:1 or group chat with our outreach officer and ask any questions they may have.

Additionally, we can organise a pop-up energy café to deliver 1:1 advice:

- These sessions are with our energy advisors
- These can be added on after a workshop or stand alone.
- 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.
- We can spend between 10-30 minutes with a client and may need to follow up with a phone call.
- We need a table and 2 chairs in a public facing space, with some privacy.
- 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 michael@selce.org.uk.