

Home Energy Advice & Support in Derby

October 2025

This document provides information about the help and support available to residents in Derby to help them reduce bills, improve comfort and reduce carbon emissions from their homes.

General Home Energy advice and support

Derby City Council

Email – home.energy@derby.gov.uk

Website – derby.gov.uk/climate

Derby Homes

Website - derbyhomes.org/advice-support/energyadvice/

Warmer Derby and Derbyshire

Call 0800 677 1332 or email wdd@mea.org.uk.

Website - mea.org.uk

Referral form - [Warmer Derby & Derbyshire - Referral form for support](#)

Groundwork - Green Doctor

Call 01159788212 or email greendocor@groundworknottingham.org.uk.

Website - groundwork.org.uk/greendocor

Referral form - groundwork.org.uk/greendocor/get-help/green-doctor-request-for-support/

Better Housing Better Health (part of National Energy Foundation)

Call 0800 107 0044 or email bhbh@nef.org.uk.

Website – bhbh.org.uk

Referral form - bhbh.org.uk/make-a-referral/

National Energy Action

Call 0800 304 7159

Website – nea.org.uk/get-help/

Referral form - nea.org.uk/get-help/wash-advice/wash-referral/

YES Energy Solutions

03301 359 110 or for a callback text the word ADVICE to 82228.

Website - yesenergysolutions.co.uk

CADENT Centres for Warmth

Website cadentgas.com/social-responsibility/centres-for-warmth

Derby Centre for Warmth - St James' Centre, Malcom Street, Normanton, Derby, DE23 8LU



Derby City Council

Other online information and advice

Energy Saving Trust	Citizens Advice	Centre for Sustainable Energy
National Energy Action	OFGEM	Nottingham Energy Partnership
Centre for Sustainable Technology	GOV.UK	



Financial support for whole house improvements

Eligibility criteria applies to some funding streams – residents will need to check if they are eligible. Tenants in private rented properties will need their landlord's permission and the landlord may need to contribute towards the cost of measures.

Great British Insulation Scheme (GBIS)

Launched September 2023 to support the installation of insulation to properties. Online application.

[Apply for support from the Great British Insulation Scheme - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/apply-for-support-from-the-great-british-insulation-scheme)

Boiler Upgrade Scheme (BUS)

Scheme to introduce Heat Pumps and Biomass boilers particularly in off gas grid properties.

[Apply for the Boiler Upgrade Scheme: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/apply-for-the-boiler-upgrade-scheme-overview)

ECO 4

Energy Saving Improvements such as insulation, boiler repair/replacement etc. Residents can approach their energy company directly. Further guidance and advice is available from OFGEM.

[Energy Company Obligation \(ECO\) - Homeowners and tenants | Ofgem](https://www.ofgem.gov.uk/energycompanyobligation)

We work with YES Energy Solutions to support people through the ECO4 scheme. Further information is YES's website at [Derby ECO Scheme | YES Energy Solutions](https://www.yesenergysolutions.co.uk/derby-eco-scheme).

Connected for Warmth Scheme

Connected for Warmth is a grant scheme offering free air-source heat pumps and energy bill support to eligible households. connectedforwarmth.org.uk/air-source-heat-pump-grant



Financial support for energy debt and crisis

Top-up vouchers for those on pre-payment meters are provided by:

- Groundwork Green Doctor - Call 01159788212 or email greendocor@groundworknottingham.org.uk
- Marches Energy Agency - Call 0800 677 1332 or email wdd@mea.org.uk
- National Energy Foundation - Call 01908 665555 or email info@nef.org.uk
- Welfare Reform Team – welfare.reform@derby.gov.uk
- National Energy Action - nea.org.uk/get-help/wash-advice/wash-referral/

Those on standard billing who are in debt can get financial support from some energy suppliers:

- [British Gas Energy Trust](#) (for anyone – don't have to be a customer)
- [E.ON Next Energy Fund](#) (for customers)
- [EDF Customer support fund](#) (for customers)
- [Octopus Assist](#) (for customers)
- [Scottish Power Hardship fund](#) (for customers)
- [Ovo customer support package](#) (for customers)

All energy suppliers have advice and support but not all have hardship funds and some funds have eligibility criteria.

Other energy debt information, advice and support:

- [Step Change](#)
- [Citizens Advice](#)
- [Ofgem](#)
- [National Debtline](#)
- [Money Saving Expert](#)
- [National Energy Action](#)

Priority Service Register

All Energy suppliers, network operators and water companies keep a [Priority Services Register](#) of vulnerable customers who will get extra help when there is a power cut or in case their water supply suddenly stops. Derby City Council is an approved referrer.

In Derby the energy networks are:

Electricity – National Grid - [National Grid - Priority services](#)

Gas – Cadent Gas - [Priority Services Register \(PSR\) | Cadent \(cadentgas.com\)](#)



Derby City Council

Ofgem Price Cap

The latest information on the price cap can be found on the [Ofgem website](#).

Last Updated	09/10/2025
Updated By	Georgia Pulford
Changes	Removed out of date information.

