

## How to contact us

Phone line: 01728 832193  
Monday, Tuesday, Thursday and Friday  
between 10am and 2pm

**Face to Face - Drop in**  
Woodbridge Library New St, Woodbridge  
IP12 1DT. **Monday 10-12.**

Wickham Market Resource Centre,  
Chapel Lane, Wickham Market,  
Woodbridge IP13 0SB.  
**Tuesday 1.30-3.30.**

Saxmundham Library, Street Farm Road,  
Saxmundham IP17 1AL.  
**Wednesday 10-12.**

Framlingham Library, The Old Court  
House, Bridge Street, Framlingham  
IP13 9BA  
**Friday 10-12.**

**Face to Face - Appointment**  
Leiston Office, 14 Colonial House, Leiston  
IP16 4JD - ring 01728 832193

**Monday, Tuesday, Thursday and Friday  
10-2.**

Email  
[supervisor@leistoncab.cabnet.org.uk](mailto:supervisor@leistoncab.cabnet.org.uk)

## Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

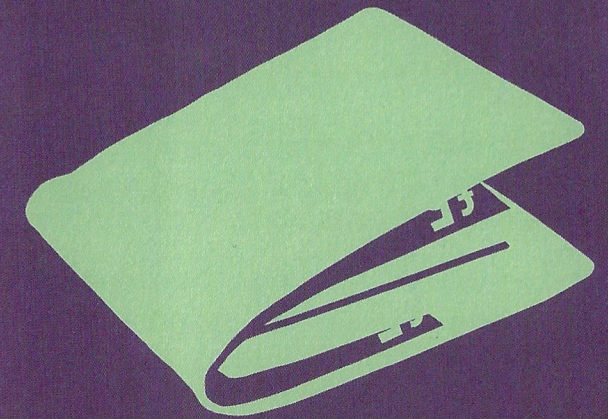
[citizensadvice.org.uk](https://citizensadvice.org.uk)



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# Coping with the Rising Costs of Living

Some useful advice  
to help you





The rising cost of living is here to stay, and you may be struggling or worried about how you are going to manage.

### **Getting immediate help with your bills**

Do not worry on your own – ask for help.

If you do not understand your bills, the company who has issued the bill should be able to help you.

If you are unsure, Citizens Advice can advise you as to what you should do and may be able to support you.

### **Coping in the longer term**

If you are successful in getting some immediate help, it can relieve your stress. However, these increased costs are here to stay so it is important that you look at longer term solutions.

### **Are you getting all the income you are entitled to?**

It is important that you check you are getting all the income you are entitled to – you can use

<https://www.entitledto.co.uk/>

or ask Citizens Advice to help you check your benefit entitlement.

A lot of people don't realise they may be entitled to Council Tax Reduction and pensioners might miss out on claiming pension credit – even if you are only entitled to a tiny amount of pension credit, it will enable you to claim other benefits such as help with council tax or free dental care.

### **Are there ways to cut your spending?**

Have you got the best deals? Are there savings you could make?

If you are struggling, Anglia Water, Essex and Suffolk Water and TV Licensing might be able to help you. There are also deals available for mobile and broadband services, including a social tariff (you can check these on the Ofcom website <https://www.ofcom.org.uk/>).

If you need help talking to these companies or using their websites, then please contact us and we can help you.

It can be helpful to look at your income and expenditure with someone who has experience with budgeting – they can help you see where you can make changes. You can get help from Citizens Advice for this – phone up and ask for budgeting advice.

### **Other sources of help**

Below are some links you may find useful. If you are not comfortable using a computer, phone Citizens Advice and they can help you.

#### **Energy Saving Trust**

<https://energysavingtrust.org.uk/> - they have information on making your home more energy efficient and lowering your energy bills, how to understand your energy bill etc.

#### **Citizens Advice Website**

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/>

#### **National Energy Action**

NEA is a national fuel poverty and energy efficiency charity that offers a free support service known as WASH (Warm and Safe Homes). It provides energy advice to households in England and Wales. You can contact it on 0800 304 7159 or fill in an online form.

#### **Warm Home discount**

Some people are entitled to the warm home discount and will get £140 off your electricity bill or a £140 voucher for a prepayment meter (the Government has announced that this will rise to £150 in 2022). You need to contact your supplier to find out if you are eligible and make a claim as soon as possible if your supplier's scheme is still open.

#### **Support from your local council**

<https://www.suffolk.gov.uk/coronavirus-covid-19/suffolk-advice-and-support-service/>

#### **Ready to try your own budgeting?**

This article might be helpful

<https://www.moneysavingexpert.com/banking/budget-planning/>