



This Week At Orwell | Friday 20th December 2024

Customer Services Festive Opening Hours

Our customer service lines will be closed over the Christmas period, between 5pm on Tuesday 24th December 2024 & 8:30am on Monday 30th December 2024. We are also closed on Wednesday 1st January 2025. Emergency repairs can still be reported throughout, by calling 0345 60 100 30. Wishing all of our customers, colleagues, and communities a very Merry Christmas

Customer Satisfaction Survey Winners - November 2024

We are pleased to announce November's winners of the Customer Satisfaction Survey. You'll remember that every customer who completes the survey is in with a chance to win a £100 Love2Shop voucher and this month the winners are Shane Christopher & Jane Golder. We hope you enjoy your prizes!

The Surviving Winter Fund - Are you eligible?

Following the recent changes to the Winter Fuel Fund eligibility criteria and the requirement to be eligible for Pension Credit – the Surviving Winter Fund has amended the eligibility this year, to assist those who are of pension age and not in receipt of Pension Credit. This fund could be £175 of support to pay for gas or electricity or while £350.00 could provide 500 litres of heating oil. These changes to eligibility are: Be 66 and over, Not on Pension Credit, Have less than £5K in savings, Have an annual income of less than £20K (single) or £24K (couple) ,Live in Suffolk .

To apply for a Surviving Winter Payment, the applicant can contact either:

- East Suffolk Citizens Advice: T: 0808 278 7866 or email advice@caes.org.uk (for Ipswich and east Suffolk applicants)
- Sudbury and District Citizens Advice (T: 01787 321400 or email session.supervisor@sudburycab.org.uk (for Babergh and Mid Suffolk applicants)
- Gatehouse Caring T:01284 703835 or email survivingwinter@gatehouse.org.uk (for West Suffolk applicants)