

**The following was sent to all Home Watch Co-ordinators/Community Contacts in Cheshire West & Chester Area**

**Please pass this information to family members, friends, neighbours and anyone you think may be vulnerable.**

Trading Standards has been made aware that a number of residents have seen an advert in local newspapers and also received unsolicited telephone calls from a company offering **energy-saving grants**. To date, there are no further details about the company, but we would advise residents to stay vigilant when dealing with unexpected telephone or personal visitors.

Before you commit to buying or signing up for anything, be sure that you have enough information about the seller or the service. It is worth checking the following points, particularly if you have not heard of the company before.

- Do you have a contact number and does it work? Be wary if the only number you have is for a mobile phone.
- Do you have a postal address for the company? Be cautious if it uses only a PO Box number.
- Remember it is easy to have newspaper ads, stationery and websites made up. Do not judge by appearances alone.
- Don't let yourself be rushed, maybe discuss with family and friends before making a decision.
- Do as much research as you can.

Please be advised that there are a number of schemes designed to provide support, including money off bills and assistance with central heating and insulation.

If you would like to find out if you are eligible, or to get further advice on the specific support available, please call the Energy Saving Advice Service (ESAS) on **0300 123 1234**.

If you find you don't qualify, some suppliers offer discount to vulnerable people (for example: householders on a low income). Each supplier has its own rules about who can get the discount.

For general consumer advice, ring Citizens Advice Consumer Service  
on **08454 04 05 06**

or visit <http://www.adviceguide.org.uk/>

*Please pass this information to family, friends, neighbours and anyone you think may find it useful.*

Cheshire Constabulary Western Watch Office supports Home Watch Schemes across Chester, Ellesmere Port, Neston and Vale Royal, and is based in the Western Partnership Office, Northwich Police Station.

**E-mail** [western.watch@cheshire.pnn.police.uk](mailto:western.watch@cheshire.pnn.police.uk)

To contact the police call **101**

If you wish to pass information via an independent anonymous source,  
you can call crime stoppers on **0800 555 111**,  
or e mail [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)