FOR IMMEDIATE RELEASE: 25/11/2025

“No one should have to go cold this winter”

**With heating costs set to rise, home energy advisers are ready to help Cambridge residents keep warm and manage their bills.**

Free, impartial advice and support from the Cambridgeshire Home Energy Support Service (CHESS) is available to people struggling to heat their homes this winter.

This renewed offer of support comes as charity National Energy Action (NEA) marks Fuel Poverty Awareness Day on Wednesday 26 November, which follows energy regulator Ofgem’s recent announcement of new energy price cap rates.

A recent report by NEA estimated 4,780 households in Cambridge are now living in fuel poverty. Many residents face mounting debts as the ongoing energy crisis puts further pressure on household budgets. Nationally, the average annual energy bill for a typical household currently stands at £1,755 – up by nearly £500 since 2021.

With more people expected to ration their heating this winter, NEA has warned that cold homes can have serious effects on both physical and mental health.

CHESS is run by local charities PECT and Cambridgeshire ACRE. Since April, it has helped 530 households across the county save energy, lower their bills, and access emergency financial support for heating. The service’s advisers are encouraging more people to seek help or refer friends, relatives and neighbours who may need support.

Henry Buttress, Energy and Communities Manager at PECT, said: “Fuel poverty isn’t just about high bills. It also affects people’s health, comfort and peace of mind.

“CHESS is about making sure help is available when it’s needed most. No one should have to go cold or struggle alone this winter.”

The service supports homeowners, private renters and social housing tenants. Householders can speak to energy advisers over the phone for help with gas, oil and electricity bills. PECT’s home energy team can also provide free energy-saving items, home visits and local advice drop-in sessions.

Cambridge residents can call freephone 0800 8021773 or email [energyadvice@pect.org.uk](mailto:energyadvice@pect.org.uk) to arrange support.

As well as helping residents directly, PECT also trains frontline workers, including teachers, NHS teams, and social housing staff, to spot the signs of fuel poverty and offer support quickly. To date, it has trained more than 1,200 people.

For more information about CHESS and PECT’s fuel poverty frontline worker training, visit <https://www.pect.org.uk/energy-advice/>

**-Ends-**

**For further information, please contact:**

Alexandra Szczurek, Marketing and Communications Manager, PECT [marketing@pect.org.uk](mailto:marketing@pect.org.uk)

**Notes to Editors**

**About PECT**

PECT ([www.pect.org.uk](http://www.pect.org.uk)) is an independent charity creating more sustainable places. We are working to protect and enhance the environment to leave a legacy for future generations.

PECT educates, inspires, and motivates individuals and organisations to change their behaviour to deliver a positive environmental impact. The charity specialises in using eco-education and awareness-raising to encourage behaviour change and collective action at a local level, to share learnings and to effect change regionally, nationally, and internationally.