

## ENERGY & HOUSEHOLD COSTS

### Bord Gáis

Householders who are having difficulty in paying a Bord Gáis bill can contact the company to arrange a payment plan through its customer helpline - 01 611 0192.

### Commission for Regulation of Utilities

Tel: 1800 404 404

Web: [www.cru.ie/customer-care](http://www.cru.ie/customer-care)

The Commission's customer care team is here to help domestic and small business customers who have questions or complaints about electricity, gas or water supplies.

### Electric Ireland

Electric Ireland encourages customers who have any concerns about their ability to pay a bill to get in touch with the company at an early stage through its helpline - 1800 50 40 21.

## FOODBANKS

Several charities give food to people in need through foodbanks and centres which provide warm meals. These include charities serving people who are experiencing or are at risk of homelessness, although individuals and families may also experience difficulties in buying food while living in a safe and secure home. The following websites provide local information, which may be helpful:

St Vincent de Paul - [www.svp.ie](http://www.svp.ie)

Focus Ireland - [www.focusireland.ie](http://www.focusireland.ie)

Simon Community - [www.simon.ie](http://www.simon.ie)

Visiting a food bank might seem daunting but you'll get a warm welcome in a safe environment, a listening ear and the support that you need.

## OTHER HELPLINES

If you need to talk to someone about a mental health need, Mental Health Ireland's website shares recommended helplines which you can contact for support. Please visit [www.mentalhealthireland.ie/get-support](http://www.mentalhealthireland.ie/get-support)

The Citizens Information Centres provide comprehensive information on public services and entitlements, in local offices and by phone on 0818 07 4000.

## SUPPORT FROM DIOCESAN CHARITIES

Some dioceses have charitable welfare funds and educational funds that can help families in need. The best source of information about these will be your diocesan office.

*Provided by the Church and Society Commission  
of the Church of Ireland with the assistance of  
Protestant Aid.*



# INTRODUCTION

I hope that the information that is to be found in this booklet is helpful and useful. My plea is that, if you think it is going to be helpful, you use it as much as you need to.



The circumstances of everyday living are spinning out of the control, and indeed the grasp, of more and more people. Escalating prices mean escalating hardship.

Coping from month to month now means coping from day to day. These contacts are designed to help you, and anyone with whom you wish to share this information, in coping discreetly and on your own terms. People who never thought they would be in such a position as this are making choices to exclude essentials from their lives, not luxuries. If this is where you, or any of your friends and neighbours, find yourselves please seek help sooner rather than later. Help is there, and I hope that you will make the contact to connect with a source of help who will be ready to listen to and support you.

**Archbishop Michael Jackson**  
Chair, Church and Society Commission

## DEBT & PERSONAL FINANCES

### Competition and Consumer Protection Commission

Tel: 01 402 5555

Web: [www.ccpc.ie/consumers](http://www.ccpc.ie/consumers)

The Commission's website and helpline provide a wide range of advice and guidance on money, housing, transport, shopping, contracts and services, including comparison and calculator tools.

### Department of Social Protection

A full list of social welfare telephone numbers can be found at [www.gov.ie/dspphonenumbers](http://www.gov.ie/dspphonenumbers)

The Department's offices and their contact details are listed by services provided to children and families; older people; jobseekers, workers and employers; people in need due to their health or housing circumstances; and students and apprentices in training.

Fuel Allowance is a payment to help with the cost of home heating during the winter months, where a household is receiving long-term social welfare payments. For more details, including how to apply, please visit [www.gov.ie/fuelallowance](http://www.gov.ie/fuelallowance)

### Money Advice and Budgeting Service (MABS)

Tel: 0818 07 2000

Web: [www.mabs.ie](http://www.mabs.ie)

You can get impartial advice from MABS to help you manage your money and take control of debt with support offered online, over the phone and face to face.

### Protestant Aid

Tel: (01) 668 4298

Web: [www.protestantaid.org](http://www.protestantaid.org)

Working in tandem with other aid agencies, Protestant Aid helps people whose difficulties have been brought to its attention through social workers and local clergy. The charity serves people in need in the following ways:

- General Grants
- Annuity Fuel Scheme
- Annuities for the Elderly
- Schools Fees Grant
- Schools Expenses Grant
- Third-Level Loans

Protestant Aid treats all calls for assistance with respect and dignity and its General Grant Programme operates on a strictly non-denominational basis.

### St Vincent de Paul

Web: [www.svp.ie](http://www.svp.ie)

Contacts for regional offices:

East Region: 01 855 0022

North East & Midlands: 041 987 3331

North West Region: 074 9173 933

South East Region: 051 350 725

Mid West Region: 061 317 327

South West Region: 021 4270 444

West Region: 091 563 233

Through person-to-person contact, the Society of St Vincent de Paul considers how it may best help e.g. through financial support, or information or advice on other services or entitlements. Any assistance offered by the Society is given in a non-judgemental spirit, based on the needs of the individual or family seeking help.

### Threshold

Tel: 1 800 454 454

Web: [www.threshold.ie](http://www.threshold.ie)

Threshold provides free, independent and confidential advice to anyone who is experiencing problems with their tenancy.

