



This Week At Orwell | Friday 15th March 2024

Your Orwell Voice - Customer Engagement Platform

We're really excited about our new engagement platform that will launch on the 21st March called Your Orwell Voice.

This platform is just for our customers to allow them to interact with us more on topics in the form of surveys, polls as well as fun competitions and activities suitable for all ages.

We would of course encourage all customers to register and we will be contacting all our customers in the coming week on how to register for this. As an incentive all registered members by 31st March will be entered into a prize draw to win one of three £100 vouchers.

Surviving Winter fund

Is there someone out there or someone you know who could benefit from the Surviving Winter Fund, as there is still help available for fuel costs.

Surviving Winter is available to residents across the whole of Suffolk with payments of £175.00 towards fuel costs or 500L of heating oil.

To be eligible for this support, the applicant will need to be able to answer yes to all the below:

- Has a combined household income of less than £35,000,
- Are currently not receiving any means-tested benefits,
- Has combined household savings less than £1,500,
- Their home address is in Suffolk.

If the above apply, they may be eligible for this fuel grant. They can apply by,

- calling Citizens Advice on 01473 298634
- visiting [Surviving Winter – Citizens Advice Ipswich](#)

Gardening Team Visits

Our Gardening Team will be back to our fortnightly rota starting on Tuesday 2nd April. After the wettest February on record, the ground is still very saturated so this may be little later this year in order to let the ground settle.