

Fuel Poverty: Eating or Heating?

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Welcome

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CHS Group

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Eastern Region



Today's workshop

Energy information to help you help your clients:

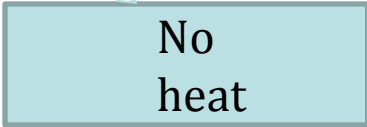
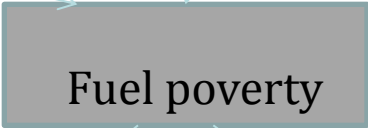
- Fuel Poverty Background
- Ice Breaker
- Sharing knowledge and experiences through case studies.
- Further Questions



High Fuel Cost

Energy Inefficient Homes

Low income



Fuel Debt

Condensation

Ill

Disrepair



Fuel Poverty

Definition

10% of income, numbers rising

Causes

Personal – low income, disabilities/health, not using controls, homes not energy efficient

Technical – poor housing, lack of insulation, inadequate heating causing high energy use

Energy costs - paying too much for energy, pre payment meters, fuel debts.

Health

Lack of heat increases risks - elderly, sick, lone parents. Heart condition, hypothermia, breathing, rheumatism



Case Studies

- One case study each group
- 3 groups of 4 – with people you do not usually work with.
- Consider the information, discuss the questions, use the post it notes to record your thoughts and the actions you would take to help the client.
- 15 minutes then feedback to the group.



Grants

CLAS – CHS manage the project . Gerry Cano manager CHS.
Applications through a CLAS Champion. Crisis grants – SMV,
New Cooker, New Mattresses, Green Vouchers.

British Gas Trust Fund – anyone ! Help with fuel bills, further
assistance payments

N. Power – own customers only energy bills

EDF Trust – EDF customers only. Help with energy debts and
white goods occasionally.

Water Company Assistance Fund – check local suppliers web
site

Energy Vouchers through some Food Banks.

CCC – Stay well energy grant

Other charities – check the Making Money Count Website



Best Energy Deals

1. Change payment method and/or pre payment meter
2. Online, Direct Debit, Standard quarterly, Prepayment, Fuel Direct
3. Consider fixed prices - maybe a penalty to move during contract
4. Token /card meter can switch with a £500 debt
5. Maximise Income - Look into welfare benefits e.g. AA, PIP, tax credits, get a benefit check done through CAB or TURN2US
6. Oil clubs through local council?



Resources

Please refer to the list on the back of your case studies



And finally

Any questions?

Feedback forms

Information to take away



Thank you for joining us!

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