



Energy Saving Advice

Produced by Citizens Advice Purbeck
for generalist advisers across Dorset.
Some content specific to Dorset/Purbeck



Funded by the Energy Industry Voluntary
Redress Scheme

www.energyredress.org.uk



Fuel Poverty?



	2018	2019
Dorset households classified as in fuel poverty:	17,500	19,000
Dorset homes “fuel poor”= cannot afford to heat their home:	9%	9.7%


Figures for 2020 are not available but its estimate that there will be an increase in fuel poverty due to Covid-19

Fuel Poverty refers to households who fall into one or more of the following categories:

- Spending more than 10% of net monthly income on utilities
- On a low income
- In receipt of DLA/PIP, JSA, ESA or Universal Credit
- With a disability/long term sickness
- Of pensionable age
- With dependent children



Topics covered today:

- Warm Home Discount
- Priority Services Register
- Switching tariff / supplier
- Referral options
- Local funding / ECO schemes / Green Homes Grant
- Smart meters 

Warm Home Discount (Households & Park Homes)



Clients may be eligible for £140 off their electricity bill under the Warm Home Discount Scheme if they either:

get the guaranteed part of Pension Credit (*automatic award if supplier offers*)

or

are on a low income (*apply to supplier*)

- Check the supplier offers the Warm Home Discount (www.gov.uk/the-warm-home-discount-scheme/energy-suppliers)
- Park Homes where there is a submeter (they top up with the site) apply via: <https://www.parkhomeswhd.com/>
- **If switching supplier – CHECK!**

Priority Services Register

Free extra support to a household, such as notification of & extra support during power cuts; large print bills. Households are eligible to register **if** anyone is:

- over 60
- disabled or chronically sick
- has a long-term medical condition
- has a hearing or visual impairment or additional communication needs
- in a vulnerable situation



Online applications and leaflets cover both Water and Electricity PSR

<https://www.westernpower.co.uk/customers-and-community/priority-services/priority-services-register>

<https://www.ssen.co.uk/psr/wessexwater/>

Reducing Energy Costs

Ways consumers can reduce energy costs and save money

- changing behaviour to save fuel
- moving to a cheaper tariff with their current supplier
- switching to cheaper tariff with a new supplier
- changing payment method



Tips to Lower Your Energy Costs



Heating:

- Turn heating down by 1 degree
- Move furniture away from radiators
- Turn down radiators in rooms you don't use much



Keep the heat in by:

- Close curtains & doors
- Fitting draught excluders

Water & Laundry:

- Take showers instead of baths
- Set your hot water timer
- Get a hot water cylinder jacket
- Do laundry at lower temperatures
- Dry clothes outside



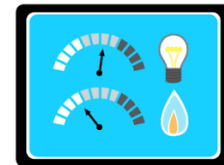
In the Kitchen:

- Keep lids on saucepans.
- Only fill the kettle with as much as you'll actually use.
- Cook in big batches
- Use a microwave rather than the oven
- Defrost freezer regularly and keep it full
- Use a full dishwasher



Be Smart

- Get an energy monitor or smart meter (*this does not suit everyone*)





Before Switching

Before considering switching consumers should:

- Check the type of meter they have.
- Make a note of the current supplier, tariff/s name; tariff end date.
- Does the tariff have an 'exit fee'? - it's usually on the bill.
- Look at the estimated annual consumption of fuel (kWh or £).
- Check how the client wants to pay bills (DD, quarterly on demand)
- Check if client wants paper billing or already has an online account.
- Consider eligibility for the Warm Home Discount.
- What customer rating client is looking for?



Note: Standard variable tariffs are generally the most expensive

Use the Citizens Advice price comparison website

The screenshot shows a web browser displaying the Citizens Advice Energy Comparison website. The browser's address bar shows the URL: `energycompare.citizensadvice.org.uk/Results?uri=https%3A%2F%2Frest.energyhelpline.com%2Fdomestic%2Fenergy%2Fswitches%2F1109b02-7d94-45c6-b953-aa6f00bf6a29%2Ffuture-sup...`. The page features a left-hand navigation menu with a 'Features' section containing filters for 'Green plans', 'Paper billing', 'No exit fee', and 'Warm home discount' (which is checked). The main content area displays a list of energy deals, each with a provider logo, plan name, annual cost, payment method, savings, and a 'Next steps' button. The deals are as follows:

Provider	Plan Name	Annual Cost	Payment Method	Save	Rating
npower	Price Fix September 2021 Prices fixed until 30th September 2021 Cancellation fees apply	£122.33 per year	Quarterly Direct Debit	£36.66 a year	3.65 out of 5
e-on	Fix Online Exclusive v14 Prices fixed for 12 months Cancellation fees apply	£125.34 per year	Monthly Direct Debit	£33.65 a year	3.35 out of 5
UTILITY WAREHOUSE	Double Gold Warm home discount	£127.35 per year	Monthly Direct Debit	£31.64 a year	3.4 out of 5
BRISTOL energy	My Green Plus 1 Year Fix Issue19 Paperless Billing Prices fixed for 12 months No tie-ins or cancellation fees	£127.55 per year	Monthly Direct Debit	£31.44 a year	3 out of 5
Lumo	Online Fixed v33	£127.82 per year	Monthly Direct Debit	£31.17 a year	3 out of 5

Finding the best deal

The Citizens Advice price comparison website is not the only tool that can be used to compare energy deals. It's advised to:

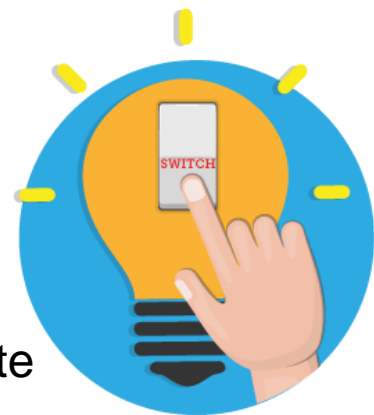
- use an Ofgem accredited price comparison website

Ofgem website:

<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/how-switch-energy-supplier-and-shop-better-deal>



Switching Process



This can be done:

- through a price comparison website; not the Citizens Advice site
- by talking to the current supplier or looking at their website
- by contacting other suppliers via phone or their website

When moving to a new supplier they will let the existing supplier know.

Switching takes approx. 21 days, can be quicker, companies may wait 14 days for cooling off period before starting.

***Note:** You **can switch** energy supplier without being charged the exit fee once your deal has 49 days or fewer left to run; if you switch with your existing supplier before then ask if they waiver the fee.*

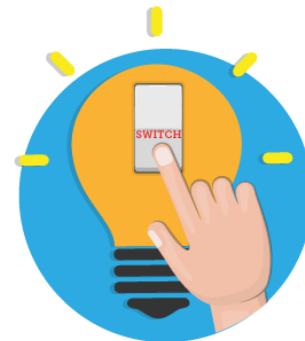
Meter readings when switching

Consumers should:

- take a meter reading on the day of the switch
- give this reading to their new supplier; who provide this to the consumers old supplier
- if in credit the old supplier must repay this within 10 working days of sending the final bill, or have to pay £30 compensation.



Switching while in debt to a supplier



If a client uses a prepayment meter:

- If they owe less than £500 for each fuel they can still switch
- Their debt will transfer with them

If they don't have a prepayment meter:

- Their supplier can stop them switching until they've paid off their debt



Dorset Surviving Winter Grant - £200



Applications:

Speak to your ASS about the application process; or households can *call the Energy Line* 📞

Eligibility:

- Age 60+ and in fuel poverty and evidence has been seen to confirm this.
- Age 60+: There is other evidenced suggesting a client is vulnerable to cold weather, such as low income.
- Age 50 - 59 and meets one of the above plus significant health condition.



How to best help a household?



Check if client:

- is eligible for Warm Homes Discount
- is eligible for Priority Service Register
- can get a cheaper tariff (same or new supplier)
- is eligible to apply for Surviving Winter Grant

Clients issues may be more complex, such as heating controls, immersion heater issues, damp, very old boiler, income?

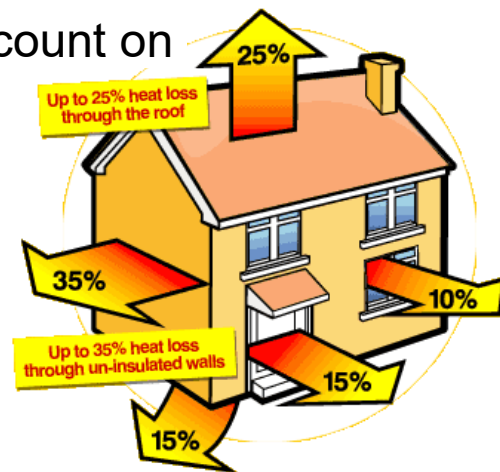
If so, refer client on to the Dorset Citizens Advice Energy Team



Energy Company Obligation

Gives grants for efficient boilers, wall and cavity insulation:

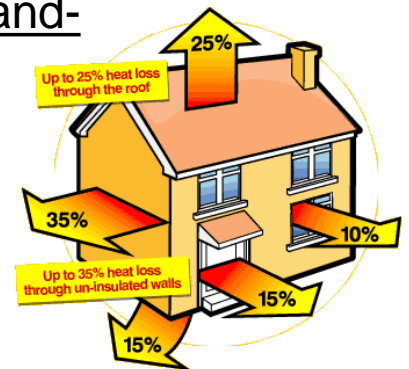
- Available to people receiving certain benefits.
- If you're not on certain benefits you could still get a discount on some insulation measures.



Energy Obligation Continued:

Companies working in Dorset who provide support and advice to tenants and home owners:

- Healthy Homes Dorset (run by CSE) deliver a Public Health Dorset funded insulation scheme for people with health problems (has broader eligibility): <https://www.healthyhomesdorset.org.uk/>
- LEAP runs in Bournemouth but covers areas with BH post code (income / health based): <https://www.ridgewaterenergy.co.uk/projects-and-services/leap/>
- Heat Melcombe Regis – Weymouth, Portland and beyond: <https://www.heatmelcomberegis.org.uk/>





The Green Home Grants – launched September 2020:

The **Green Homes Grant** gives eligible homeowners (including Park Homes) and residential landlords a voucher towards the cost of installing energy efficient improvements to their **home** such as:

- low carbon heating systems
- Insulation such as wall, loft, roof, park homes

<https://www.gov.uk/apply-green-homes-grant>

Applicants must redeem the voucher and ensure improvements are completed
by 31 March 2022

Smart Meters

- 1ST & 2nd Generation
- A household has a Smart meter + in home display
- Meter sends readings to utility company – if no signal reverts to being a “dumb” meter and consumer needs to send meter readings
- There are some Smart Meter only tariffs.



Smart meter advertises state:

“consumer savings are dependent upon personal change”

The Government has put back the date for all homes to have Smart Meters due to coronavirus to 30 June 2021

Questions?

