



Action for Warm Homes

UNDERSTANDING FUEL DEBT

COURSE AUDIENCE

This course is designed for frontline staff working with low-income and vulnerable households who are in fuel debt or at risk of it. As this is an **introductory** level course it is aimed at those with no or very little experience of debt advice.

COURSE AIM

The course aims to help delegates understand the causes of fuel debt, meters, payment and tariffs options. It will also look at switching, fuel supplier responsibilities regarding customers having difficulty paying their bills, contacting the supplier to resolve issues or to make a complaint.

COURSE OBJECTIVES

Explain:

- the causes and impacts of fuel debt
- meters, payment and tariffs options
- how to get the best energy deal
- how to contact the fuel supplier
- complaints procedures

COURSE CONTENT

- Causes of fuel debt
- Gas and electricity meters – including a brief introduction to smart meters
- Gas and electricity statements
- Tariff and payment options
- Price comparison tools and switching supplier/ tariff
- Consumer responsibilities
- Fuel supplier responsibilities regarding customers in fuel debt – including standards of conduct and the Six Key Principles
- Contacting the fuel supplier and complaints procedures



National Energy Action, Level 6, West One, Forth Banks, Newcastle upon Tyne
Tel: 0191 261 5677 / Fab: 0191 261 6496 / Website: www.nea.org.uk



Action for Warm Homes

DURATION

Half-day (3 hours)

COURSE DATES / LOCATIONS

This course can be delivered in-house to organisations wishing to train a group of staff.

FURTHER DETAILS, FEES AND BOOKINGS PLEASE CONTACT

Lynsey Thompson, Training Co-ordinator, NEA
Tel: 0191 269 2931, E-mail: lynsey.thompson@nea.org.uk



National Energy Action, Level 6, West One, Forth Banks, Newcastle upon Tyne
Tel: 0191 261 5677 / Fax: 0191 261 6496 / Website: www.nea.org.uk

NEA is an independent charity, Registration No. 290511. Company limited by guarantee. Registered in England No. 1853927