



Action for Warm Homes

TACKLING FUEL POVERTY & FUEL DEBT

COURSE AUDIENCE

This introductory course is designed for frontline staff and/or volunteers working with low income and vulnerable households in, or at risk of, fuel poverty and fuel debt.

COURSE AIM

The course aims to give delegates a clearer understanding of the various issues involved in fuel poverty and fuel debt, what help and assistance is available, and where they can signpost those in need for further support.

COURSE OBJECTIVES

Explain:

- causes of fuel poverty/debt
- health impacts of fuel poverty/debt
- meters and payment options
- key fuel supplier responsibilities
- how to get the best energy deal
- grants and assistance available

COURSE CONTENT

- definition and scale of fuel poverty
- causes, coping strategies and health impacts of fuel poverty
- grants available to improve energy efficiency and maximise income (e.g. ECO, Warm Home Discount, Winter Fuel Payment)
- causes of fuel debt
- gas and electricity meters – including a brief introduction to smart meters
- payment options and key fuel supplier responsibilities
- switching tariff/ fuel supplier
- grants and assistance available to tackle fuel debt



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



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DURATION

Half-day (3 hours)

COURSE DATES / LOCATIONS

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

FOR FURTHER DETAILS, FEES AND BOOKINGS PLEASE CONTACT

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