

National Energy Action & Warm Home Discount



Action for Warm Homes

A trusted partner, making Warm Home Discount work for Ofgem, energy companies and consumers

NEA's achievements through Warm Home Discount Industry Initiative projects; our capacity to change lives and deliver lasting benefits to the most vulnerable consumers in the energy market.

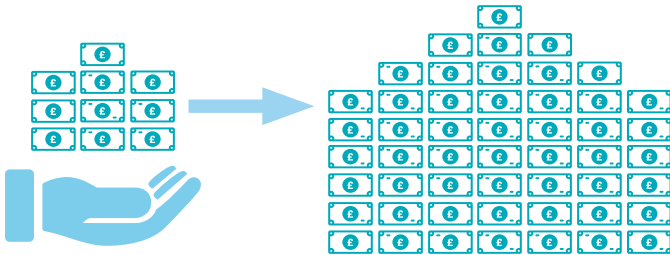
Across ten projects, in Scheme Year Nine (2019/20) NEA has:



Delivered life-changing energy advice to **6,362 consumers**



Trained **2,887 frontline workers** in energy awareness, helping to support long-term change



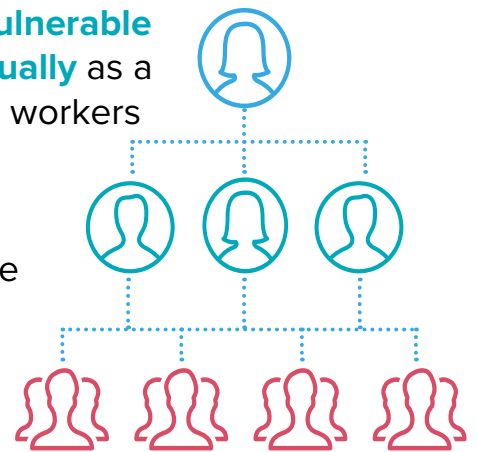
Delivered income maximisation to **1,374 households**, increasing income by **£3,995,664.92**; alleviating the worries associated with fuel debt and poverty



Worked with over **414 organisations** in training and delivery, ensuring that our impact was felt across a variety of sectors including local food banks, carers organisations, refugee groups, Citizens Advice Bureaux, housing associations and similar organisations



An estimated **200,000 vulnerable consumers** reached annually as a result of training frontline workers



90%

Through effective targeting, **90%** of the households NEA assisted have been either at risk or in fuel poverty

Across 2012-2020, through Scheme Years 2-9 NEA has:



Provided expert advice to **24,042 consumers** on their bills, income, and energy consumption



Provided training to **7,773 frontline staff** in energy awareness, helping to support hard-to-reach homes and communities across the country for many years to come

WHD Permitted Activities	NEA's Experience
Providing Energy Advice	NEA has almost 40 years' supporting vulnerable consumers benefit from a holistic package of assistance, ranging from fuel debt and tariff-switching to energy efficiency advice and applications for WHD Broader group and available measures grants.
Training other organisations to provide energy advice	<p>NEA offers the City & Guilds Level 3 Award in Energy Awareness and unparalleled training in understanding and helping vulnerable consumers.</p> <p>Training builds capacity across the advice industry, ensuring all demographics can receive the advice they need from a trusted person in their community.</p>
Providing benefit entitlement checks and / or assistance in claiming benefits	Our expert team support and advise individuals on income sources they are entitled to. This can help to transform the lives of vulnerable people by making their bills more affordable and providing financial security.
Providing energy efficiency measures, thermal energy efficiency measures, energy efficient appliances or micro generation	Working alongside industry experts, we have gained many years' experience fitting new measures such as insulation and boilers as well as procuring appliances such as heaters.
Providing financial assistance to be spent towards energy bills, including rebates, to households that are particularly at risk of fuel poverty or in emergency situations	NEA has successfully delivered hardship funds and grant programmes to low income vulnerable households at a time of crisis.



Frontline Worker Case Study

Mr and Mrs E* live in an owner-occupied property. They are both in their sixties and have health issues. Mr E has recently started to receive his State Pension and has Personal Independent Payment and Mrs E receives Employment and Support Allowance (Support Group). Mr E has had extensive treatment for cancer and Mrs E has had a stroke which has affected the sight in her eye.

The couple had recently moved onto a gas central heating system due to their health issues. They have had previous issues with their ability to submit regular meter readings. They also have had high electricity bills. Their dial meter is sited high up on a wall above the stairs, meaning it was inaccessible to them. Both their gas and electricity accounts are with separate suppliers which created an added difficulty for them, and they hadn't previously applied for Warm Home Discount.

The NEA adviser rang the couple and discussed Warm Home Discount availability and submitted an application on their behalf. Two months later, the couple rang back to advise they had received the WHD rebate on the account and now wanted to look at possible avenues to switch to a better energy deal.

They had no exit fees on either of their current tariffs making switching an easier prospect. The adviser conducted a price

comparison to find the best deal for both gas and electricity. After finding the best option, the adviser enabled a switch online and outlined the next steps in the switching process for them. The couple were happy to manage their new account online and continue with a Direct Debit payment.

The adviser also subsequently arranged for the couple to have new smart meters installed to avoid them having to read the inaccessible meter and avoid estimated bills.

Outcomes:

- 1. The couple saved £363.46 p.a. through switching to a dual fuel supply and continuing to manage their account online.**
- 2. On top of this, they accessed the £140 Warm Home Discount which credited their account ahead of the colder weather.**
- 3. Their Direct Debit has been consolidated into one payment which they will find easier to manage than having to keep track of 2 accounts and payments.**
- 4. The couple now benefit from smart meters which will stop estimated bills and allow them to better manage their energy supplies.**

Energy Advice Case Study

Mrs A* is a single lady of 65+ living in her own home on a low income. She is in receipt of State Pension and a small private pension. She also has a health condition which affects her mobility and ability to carry out many daily tasks.

Mrs A was struggling to manage on her income with high energy bills as well as high water bills.

An NEA advisor carried out a tariff comparison which identified a cheaper supplier. Mrs A decided to change supplier saving £252 per annum. Mrs A was also added to the Priority Service Register.

Due to the high water costs the NEA advisor contacted her water supplier. They established Mrs A was paying the 'rateable value', with higher costs. Mrs A agreed to be assessed for a water meter however it was established that a water meter was not suitable due to affordability. As a water meter couldn't be installed, it was agreed to reduce the client's monthly bill from £60 per month to £22 per month for this single person home, saving £456 per annum.

In total, this saved Mrs A £708 per annum, having a huge impact on her ability to afford ongoing monthly costs.

Mrs A was delighted with the outcomes.



Mrs A said, *'I'm lucky that I had some money in my savings to cover the cost of the boiler otherwise it would have been very frightening'*.

*Names of case studies changed to anonymise their stories

To talk to us about how NEA can support you to fulfil your Warm Home Discount Industry Initiative obligation please contact us on

Email: partnerships@nea.org.uk

Tel: **0191 261 5677** (option 8)



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