



London and the South East Fuel Poverty Forum

29 June 2023



Action for Warm Homes

About NEA

National Energy Action (NEA) is the national fuel poverty and energy efficiency charity that has worked across England, Wales, and Northern Ireland for the last forty+ years, to ensure that everyone in the UK can afford to live in a warm and safe home.

We work across both the energy and water sectors, with frontline practitioners, companies, regulators and Government, to make positive change for customers in vulnerable circumstances.



Action for Warm Homes

Time	Agenda
10:30am	Welcome Rebecca Jones, Project Development Coordinator, NEA
10:45am	Updates, collaboration and networking opportunities NEA will chair this session and invite participating speakers to share brief updates
11:30am	Policy update Peter Smith, Director of Policy and Advocacy, NEA
12:00am	Refreshments and networking
12:20am	Using technology to provide better tariff comparisons – a pilot project Dylan Johnson, Future Energy Associates
12:40am	Energy advice: Croydon's approach Malcolm Bell, Energy Projects Manager and Deborah Dokubo, Healthy Homes Adviser, Croydon Healthy Homes
1:00pm	Supporting people through the energy crisis Lee Hadley, Health and Safety Officer, DABD
1:20pm	Forum concludes Round up followed by lunch and networking

NEA is grateful to National Grid for supporting this round of Fuel Poverty Forums



Action for Warm Homes

How NEA has helped tackle the energy crisis (2022-23)

Our Warm and Safe Homes (WASH) Advice line operates across England and Wales, supporting thousands of people each year with energy and income maximisation advice and information.



Over **16,000 calls** answered through our phone lines
465 webchat conversations
Over **3,000** online referrals



1,872 clients have been supported with Benefit Entitlement Checks, of which **1,088 claims** were made resulting in over **£3.5 million** expected financial gains



Over 60% of clients supported had one or more health condition



11,151 clients helped with energy advice and support



Over £734,700 of crisis fund, hardship, bill support or debt relief payments administered by NEA



“Thank you so much, honestly, that has been keeping me up at night worrying so it’s a huge relief.” Single working mum, 34, who had £1,200 of fuel debt written off through the NEA support fund

“I couldn’t have got this sorted without you,” a client said after one of our advisers sorted out billing errors with her supplier to see her account move from debt to credit.

“Thank you so much for all your support,” a client who had been rationing her energy use said, after our adviser solved her complex metering and debt issues.

A 50-year-old mother of five, dependent on a ventilator and a wheelchair, had £1,204.13 of fuel debt wiped off, and her direct debit set to a more affordable amount, all thanks to one of NEA’s advisers.

A 62-year-old woman who had been selling her grandmother’s jewellery and borrowing money from friends to get by was helped by one of our advisers with both her energy and water bills. Our adviser got the woman onto a social tariff for her water bills and topped up her gas prepayment meter with a £147 voucher.



NEA's operational work programme 2023/24

- Communities of interest / supporting under-represented groups
- Smart meter rollout
- Vulnerability & Carbon Monoxide Allowance (VCMA)



Communities of interest / supporting under-represented groups

Warm Welcome

- Providing energy advice and support to new and expectant parents in England and Wales
- Aiming to support families with managing their fuel bills and to achieve affordable warmth
- Community advice sessions and targeted support to professionals.

Building Community Resilience

- NEA and National Grid
- A greater focus on in-community work and direct support through partnership
- Working with partners who have been marginalised and face intersecting barriers in the energy market
- Tailored, local work to understand community needs and respond proactively
- Increase capacity across the advice sector.



Empowered by Energy

- Unique energy awareness project to empower newly recognised refugees to the UK to overcome language barriers, understand our energy systems and save money.
- Interactive in-depth workshops covering a range of energy related topics and advice, supported by interpreters.
- Delivered online or F2F
- Attendees become confident energy champions who can share tips and information with their peers and community networks.



Smart meter rollout

- Smart Energy GB in Communities is a grants and training programme established by NEA and Smart Energy GB in 2016
- Designed to reach and support people who might experience a barrier in benefiting from the smart meter rollout
- Provide funding to charities, local authorities and housing associations across Great Britain
- Understanding smart meters, their benefits, and myth busting
- Funding in 2023 is aiming to benefit people in fuel poverty; people who lack digital skills; and people who are carers.
- Free resources including a joint NEA/Smart Energy GB advice guide available on the Smart Energy GB website.

For more information: smartgrants@nea.org.uk

NEA and the Vulnerability & Carbon Monoxide Allowance (VCMA)

- Funding allowance for all Gas Distribution Networks (GDNs) allocated and managed by Ofgem
- To be used to support customers in vulnerable situations and to reduce the risks related to Carbon Monoxide
- Allocated according to the size of each GDN's customer base
- NEA is working in partnership with Cadent, Wales & West Utilities (WWU) and SGN to deliver VCMA funded programmes
- Programmes include gas appliance repairs/replacement and servicing, energy and water advice, benefits advice, fuel debt relief and emergency fuel vouchers.

Cadent – One Number Programme

- Referrals generated by engineers attending emergency call outs and carrying out mains replacement works
- Customers in vulnerable situations are referred to NEA (Eastern and North London network areas) or Groundwork (North West and North East network areas)
- Householders are offered:
 - FREE gas appliance repair/replacement or a FREE gas appliance service (subject to eligibility criteria)
 - Energy and water advice
 - A Benefit Entitlement Check and support to make a claim where required

Healthy Homes, Healthy People

Partnership approach across Wales & West Utilities footprint

- Energy advice
- Water tariff advice and access to cheaper tariffs
- Heating upgrades, access to top-ups, full support throughout
- Home adaptations – information and referrals
- Priority Services Register
- Home Safety Measures – CO, locking cooker valves
- Income maximisation





Cadent / SGN Collaboration

- Energy and water advice for SGN and Cadent customers:
 - Energy Debt support
 - Support to access water social tariffs and debt relief schemes
 - Priority Services – registration to supplier and operator Priority Service Registers
- Fuel top-up vouchers fund for customers using the NEA Warm & Safe Homes (WASH) service living in an SGN or Cadent postcode area.
- Linked support to internal and partner organisations:
 - NEAs' Benefits Team
 - Network Operators Carbon Monoxide Alarms
 - Referrals to local foodbanks
 - Measures projects for insulation, heating and controls

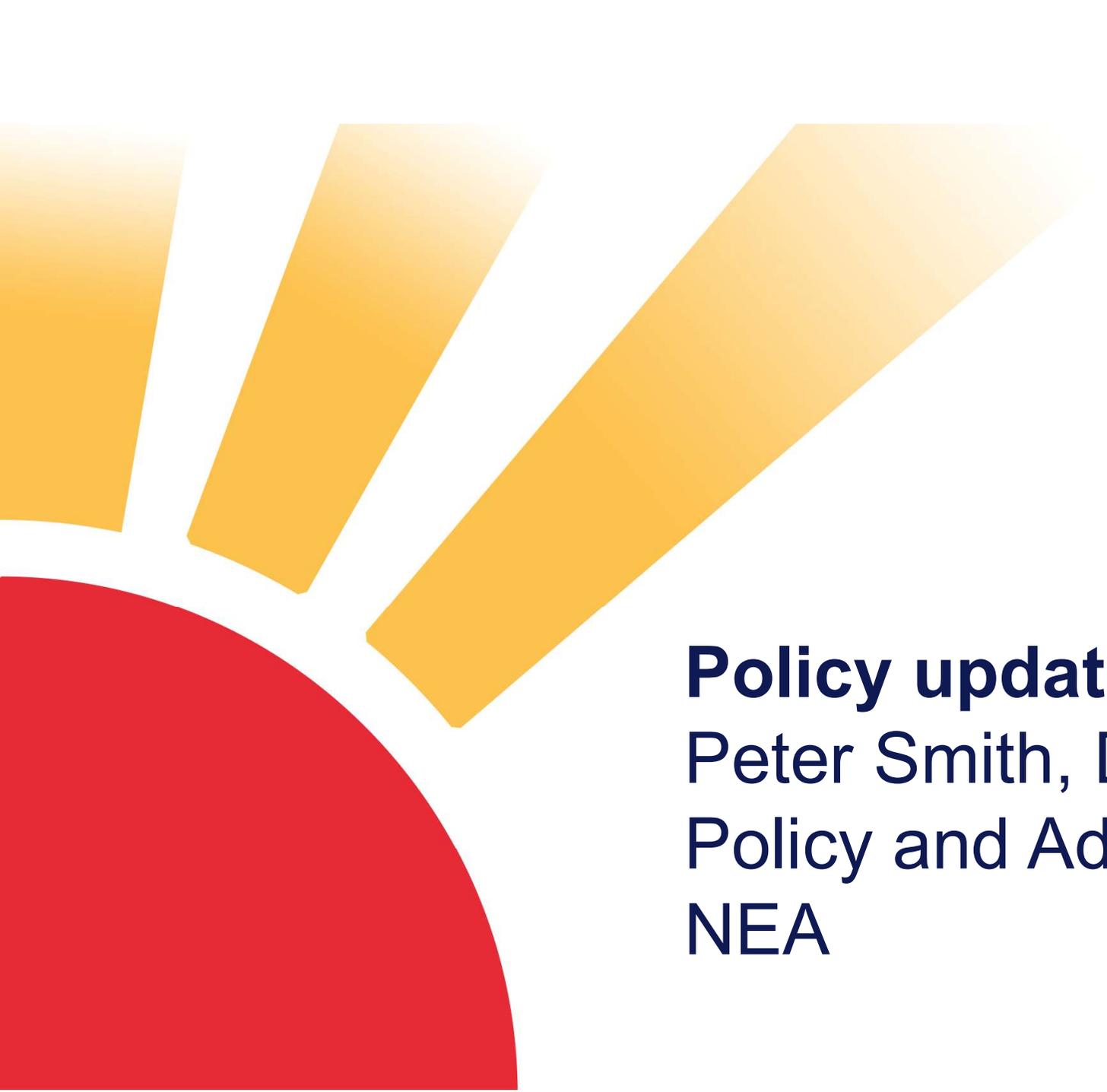


Updates, collaboration and networking

Chaired by Rebecca Jones,
Project Development
Co-Ordinator, NEA



Action for Warm Homes



Policy update

Peter Smith, Director of
Policy and Advocacy,
NEA



Action for Warm Homes

NEA's Three Advocacy Priorities



People - Supporting fuel poor households through the energy crisis



Homes - Achieving a fair and affordable transition to net zero



Market Frameworks - Ensuring overarching market, policy and regulatory frameworks work in the interest of fuel poor households

People - Supporting fuel poor households through the energy crisis

Recent Developments

- Price cap now down to £2,070 but Government energy support now ended (EBSS and EPG). So prices no different to winter
- 20% of prepay EBSS vouchers have not been redeemed to date. This will be passed back to HMT.
- Income support continues for those in the social security system. But this is defrayed across different essentials.
- One third of fuel poor households are not in the social security system and so receive no support going forward.

Coming Up

- Continuing to make the case for more targeted support this winter, specifically for energy (i.e. bill rebates/price support)
- Campaigning for a social tariff to ensure that low income households can access an affordable price of energy.
- Consultation on a social tariff expected this summer.

Homes - Achieving a fair and affordable transition to net zero

Recent Developments

- UK Government announced a new energy efficiency scheme – “Great British Insulation Scheme”
- More money allocated to Local Authorities and Housing Associations to deliver HUG and SHDF
- Government announced that it would look to rebalance levies on energy bills.
- UK Government debating whether to tighten energy efficiency standards for landlords to meet.

Coming Up

- Making the case for fuel poverty schemes (including GBIS) to be targeted on fuel poor households. This includes our work with political parties on their manifestos.
- Working with UK Government officials to ensure that current schemes work as well as possible.
- Ensuring that the UK Government does not rebalance energy bills simply through transferring levies to gas bills.
- Building up case studies of private renters.

Market Frameworks - Ensuring overarching market, policy and regulatory frameworks work in the interest of fuel poor households

Recent Developments

- Ofgem have consulted on making some changes to energy pricing, including:
 - How debt allowances are calculated in the price cap
 - Pricing differentials for different payment types
- New voluntary agreements regarding the forced installation of prepayment meters.
- Ofgem consulting on how to improve customer service.

Coming Up

- Continuing to make the case that there should be no/limited price differentials between payment types in the energy market.
- Pushing Ofgem to take the PPM voluntary agreement into the licence.
- Ensuring that energy customers do not pay over the odds for the cost of debt in the price cap

Forced Prepay – Deep Dive

New Rules for Pre Installation

- Involuntary PPM as a last resort
- Multiple contact attempts by a range of methods and site welfare visit before Involuntary PPM
- Installs must be smart meters as default

Exemptions from the process

- High risk group completely exempt from installs, including elderly, very young, and certain medical conditions.
- Broader medium risk group exempt if likely they will self-disconnect

On site requirements

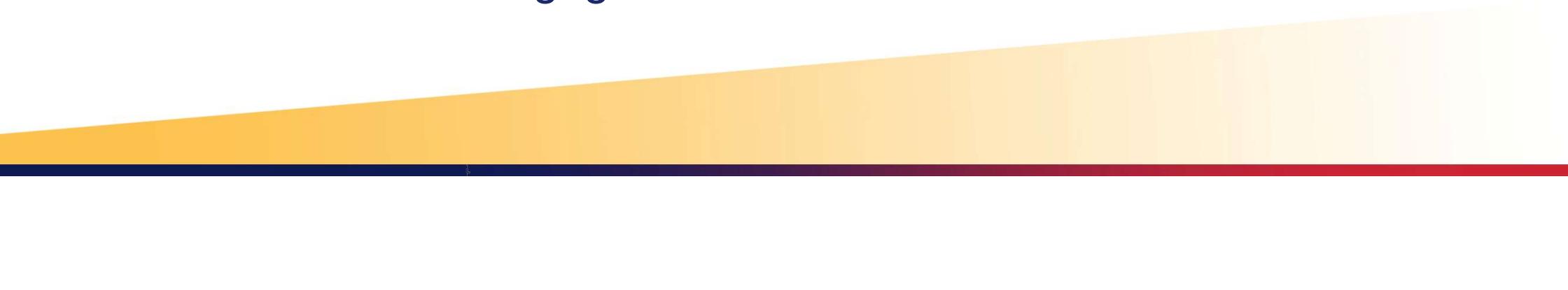
- Site welfare visit and installation teams to be appropriately trained, with clear expectations on their behaviour
- There is a need for bodycam or audio recording

New Rules for Post Installation

- New Involuntary PPM to come pre-loaded with credit
- Suppliers must provide aftercare including check ins and monitoring of top ups/consumption
- Households must be offered to be moved back to credit mode if debt is cleared

Forced installs will not re-commence until suppliers have shown to Ofgem that they can meet these requirements. This is not expected until mid-summer at the earliest.

What else is happening?

- **New Select Committee Established for DESNZ** – Angus MacNeil will chair the committee. NEA is engaged with helping the committee shape their initial agenda.
 - **Review of Electricity Market Arrangements (REMA)** – UK Government is looking at changing how the wholesale market works. Some of this will directly impact fuel poor households, so NEA will remain engaged.
- 

Indicative Policy Timeline

Summer 23/24

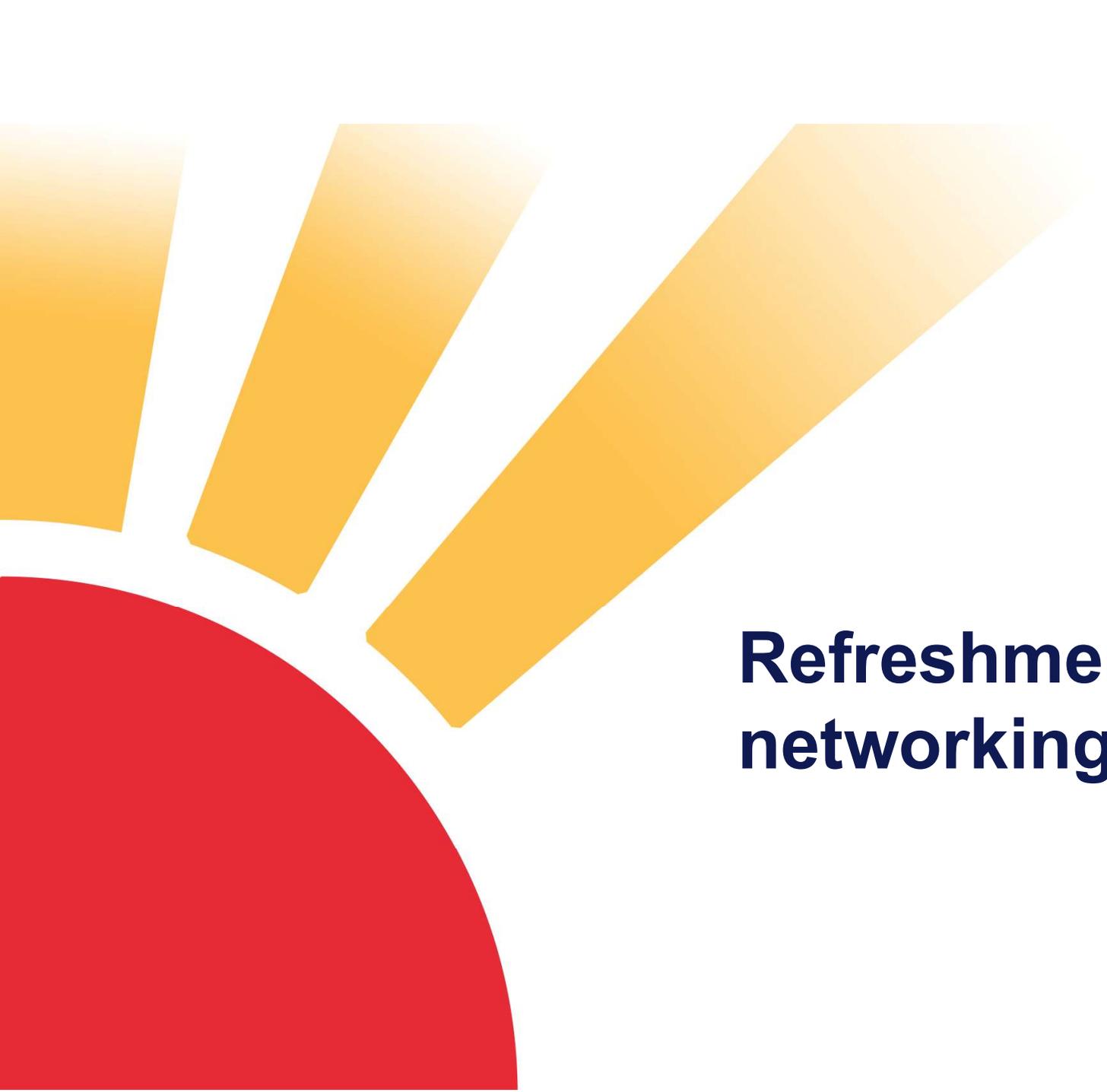
- Consultations on a social tariff and rebalancing energy bills
- GBIS goes live

Spring 24/25

- Implementation of a social tariff
- Preparation for election (possible May 2024)

Autumn 23/24

- Winter price cap announced with decisions on debt/levelisation
- Prepay agreement into the licence?
- Party conferences – focus on manifesto commitments



Refreshments and networking



Action for Warm Homes



**Using technology to provide better
tariff comparisons – a pilot project**
Dylan Johnson, Future Energy
Associates



Action for Warm Homes

Future Energy Associates

Unleashing software for a Greener Tomorrow



OUR VISION

A faster, cheaper
energy transition

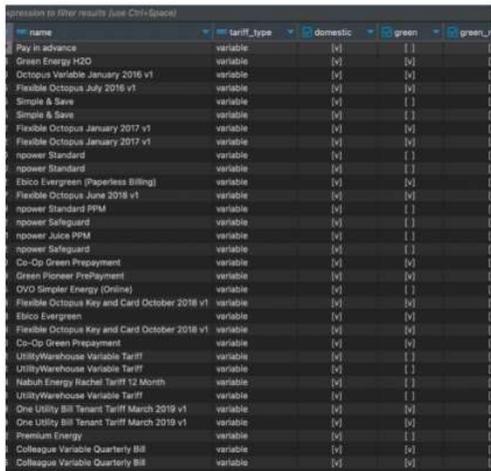


Future Energy Associates

Tariffscanner

The ultimate data and analytics platform

Our offerings



name	tariff_type	domestic	green	green_u
Pay in advance	variable	[x]	[]	[]
Green Energy R20	variable	[x]	[x]	[]
Octopus Variable January 2016 v1	variable	[x]	[x]	[]
Flexible Octopus July 2016 v1	variable	[x]	[x]	[]
Simple & Save	variable	[x]	[]	[]
Simple & Save	variable	[x]	[]	[]
Flexible Octopus January 2017 v1	variable	[x]	[x]	[]
Flexible Octopus January 2017 v1	variable	[x]	[x]	[]
npower Standard	variable	[x]	[]	[]
npower Standard	variable	[x]	[]	[]
Edico Evergreen (Paperless Billing)	variable	[x]	[x]	[]
Flexible Octopus June 2018 v1	variable	[x]	[x]	[]
npower Standard PPM	variable	[x]	[]	[]
npower Safeguard	variable	[x]	[]	[]
npower Julia PPM	variable	[x]	[]	[]
npower Safeguard	variable	[x]	[]	[]
Co-Op Green Prepayment	variable	[x]	[x]	[]
Green Pioneer Prepayment	variable	[x]	[x]	[]
OVO Simpler Energy (Online)	variable	[x]	[]	[]
Flexible Octopus Key and Card October 2018 v1	variable	[x]	[x]	[]
Edico Evergreen	variable	[x]	[x]	[]
Flexible Octopus Key and Card October 2018 v1	variable	[x]	[x]	[]
Co-Op Green Prepayment	variable	[x]	[x]	[]
UtilityWarehouse Variable Tariff	variable	[x]	[]	[]
UtilityWarehouse Variable Tariff	variable	[x]	[]	[]
Nabun Energy Rachel Tariff 12 Month	variable	[x]	[]	[]
UtilityWarehouse Variable Tariff	variable	[x]	[]	[]
UtilityWarehouse Variable Tariff	variable	[x]	[]	[]
One Utility Bill Tenant Tariff March 2019 v1	variable	[x]	[x]	[]
One Utility Bill Tenant Tariff March 2019 v1	variable	[x]	[x]	[]
Premium Energy	variable	[x]	[]	[]
Colleague Variable Quarterly Bill	variable	[x]	[x]	[]
Colleague Variable Quarterly Bill	variable	[x]	[x]	[]

API Access

Our comprehensive database includes over 250,000 tariffs from more than 50 energy suppliers, covering all 14 different DNO regions.



Dashboard Services

Real-time live dashboard that provides market intelligence



Monthly Retail Market report

We will provide monthly retail market analysis that will highlight key monthly findings



Tariffscan APP 11:04 AM
New tariffs added in the last 7 days

- Shell Energy - Energy Price Guarantee Non Direct Debit v3
- Shell Energy - Energy Price Guarantee v3
- Octopus Energy - Flexible Octopus October 2022 v1
- Utility Warehouse - Value
- Octopus Energy - Flexible Octopus Key and Card November 2022 v1
- Shell Energy - Energy Price Guarantee Prepayment v3
- Shell Energy - EPG Cap Tracker September 2023 v5
- OVO energy - Warmer Home Plan
- SSE - 1 Year Fixed v38
- Octopus Energy - Flexible Octopus November 2022 v1
- EDF Energy - Easy Online+BoilerCareGold Aug24v2
- EDF Energy - Easy Online+BoilerCareGold Apr24
- EDF Energy - Easy Online+BoilerCareGold Aug24v4
- EDF Energy - Easy Online+BoilerCareGold Aug24v3
- EDF Energy - Easy Online+BoilerCareGold Aug24
- OVO energy - 1 Year Fixed 23 March 2023

Notifications and Summary Statistics

Notifications when there are major price changes or new tariffs available to the retail market

Why our offering is special

1 | More Tariffs

Complete coverage of the domestic retail market for all suppliers on the retail market

2 | More Fields

Over 40 fields to describe each tariff from who the tariff is available to tariff type to pricing info.

3 | More Access

Access our data whenever you want with our API. Easy to query, you can have our data in seconds.

4 | Higher Quality

We do daily rigorous quality checks to ensure it is of highest quality. Due to our quality, we are trusted and verified by Ofgem

5 | Customers Estimates

We create estimates of the number of households on each retail tariff.

6 | Bespoke to your needs

We are consistently seeking to improve our offering so are happy to listen to how you want our data presented and what fields to improve

FEA Tariff Database 0.1 QRS

OpenAPI JSON

This API provides general querying functionality to the Tariffscan, the FEA Tariff Database. Direct any queries to the [Tariffscan team](#).

Querying the API

There are two interfaces available to make queries against the Tariffscan database:

Graphical User Interface

A GUI is provided via Swagger that can be accessed through any common browser, and is appropriate for lighter queries.

- Navigate to [api.tariffscan.futureenergy.associates/docs](#)
- Click the bar labelled 'POST /general/get_product' to reveal the query interface
- To the right of the newly opened box, click 'Try It Out' to activate the input fields
- Currently, you will not be able to make requests as you are not signed in. If you have a registered username and password with FEA, click the 'Authorize' box to the top right of the screen, and type in your username and password. This will return a token that is valid for 24 hours, after which you will need to authorize your session again. You may still view the query parameters and their allowable values without needing to sign in, but will be unable to execute a query.
- There are a number of different query parameter types that can be interacted with:
 - Lists of pre-defined values, such as suppliers. To select multiple values, hold down 'ctrl' and select each desired value. These selections will persist if you click outside of the box, but will be reset if you click on a value within the box without holding down 'ctrl'.
 - Lists of user-defined values, such as product names. For each value, add an additional box by clicking 'Add string item', and remove them with the '-' button to the right of each box.
 - Drop-downs of pre-defined values, such as tariff type. When only a single selection is possible, a drop-down box is presented. If the default value is left in place, no filtering on this parameter will be performed.
 - Input boxes. The required input format will be indicated in the notes accompanying the parameter, and will be enforced during query execution.
- Once the desired parameters inputs are selected, click the 'Execute' button towards the bottom. If successful, the tariffs matching the specified criteria will be presented in JSON format inside the response box. They can then be downloaded using the 'Download' button to the right.

Specifying the Query Date

The query date is the date that the tariff data is queried against, with all tariffs released after the query date discarded. The purpose of the query date parameter is to account for variations in the rates of variable tariffs, by ensuring that if a 'snapshot' of the tariff landscape at a particular time is required, the rates of the returned tariffs reflect the true rates that were active at that time. The query date is specified using the 'query_date' parameter, and is formatted as 'YYYY-MM-DD'. If no query date is specified, today's date is used.

Programmatic Access

The API can also be queried using any programming environment that supports HTTP requests. The following examples will use Python to illustrate how to retrieve authorization and make a successful query.

- First, retrieve an authorization token using your registered username and password:

```
import requests
token = requests.post("http://api.tariffscan.futureenergy.associates/authentication/token", data = {"username": 'USERNAME', "password": 'PASSWORD'})
```

- Then, append that token to any request headers using the Bearer token format below, with some example query parameters:

```
result = requests.post("http://api.tariffscan.futureenergy.associates/general/get_product",
  params = {"tariff_type": "variable", "time_region_id": 1, "active": True},
  headers = {"Authorization": f"Bearer {token.json()['access_token']}"})
```

- Check that the query was successful by observing the status code of the return object:

```
print(result.status_code)
>>> 200
```

- If successful, the contents of the query can be extracted, otherwise the error message can be viewed with:

```
query_results = result.json()
```



general Generic queries that propagate to all users. ^

POST /general/get_product Query Tariffs v

Our API Service

Our API provides general querying functionality to the Tariffscanner database

- Our REST API is written with the latest OpenAPI standard, meaning it's easy to understand: OpenAPI provides a standardised way of describing APIs, making it easier for developers to integrate
- Delivered though hosted scalable cloud service meaning it can scale to your requirements
- Flexible query structure to enable smarter querying of our data
- Bespoke end-points on request

[View the docs and test the API](#)

Our Dashboard

Our Dashboard is easily configurable to deliver the desired insights for your company



Real time visualisations

As our data is updated daily, the graphics on our dashboards are similarly updated as it is seamlessly integrated with our backend



Metabase

We set up the dashboard via metabase, which allows you to add your own queries and visualisations.

Working with the End Fuel Poverty Coalition

The upcoming year

The Critical Year Ahead for Household Energy Bills

Retailers will attempt to fix vulnerable households on expensive fixed tariffs



Shell
ENERGY

ofgem

Utilities struggling with losses

Inability to charge higher prices

High Cost of dealing with vulnerable households

Utilities are profit maximising institutions

Gain more customers

Increase Margin on Selling Energy

Fixed Tariff Case Study



OVO: 1 Year Fixed 23 March 2023



SSE: 1 Year Fixed v38

Falling Prices or Outrageous Supplier Profits



3. The market in 3 months and 6 months

Excess Household Costs from Potential Fixed Tariffs

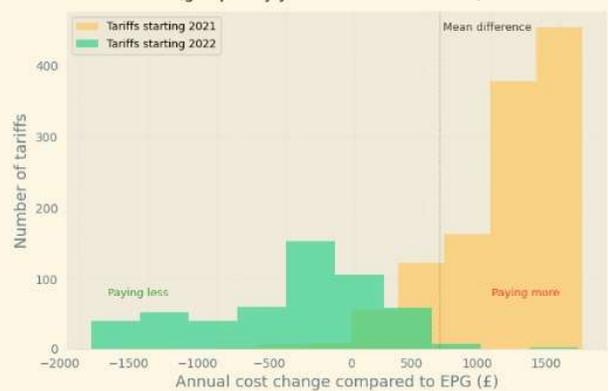


Our Retail Market Report

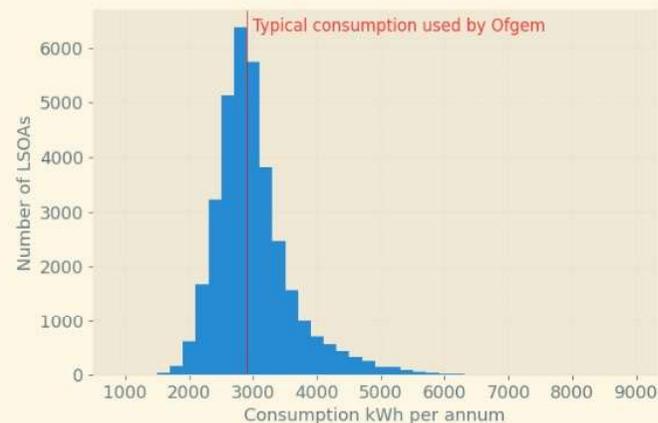
Tariffs available on the market



Difference in cost for tariffs expiring Jan-Jun 2023 (grouped by year of tariff introduction)



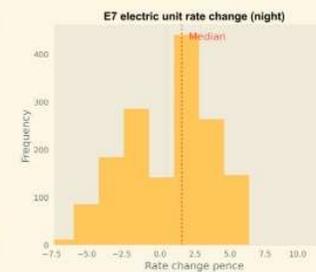
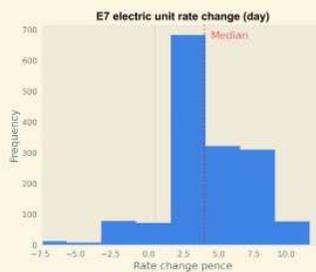
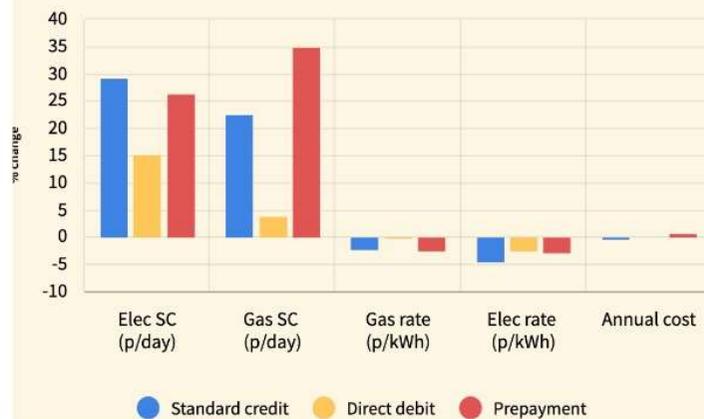
Distribution of power consumption by LSOA



Change in economy 7 tariff costs



% change in cap standing charge (SC), unit rates and annual costs

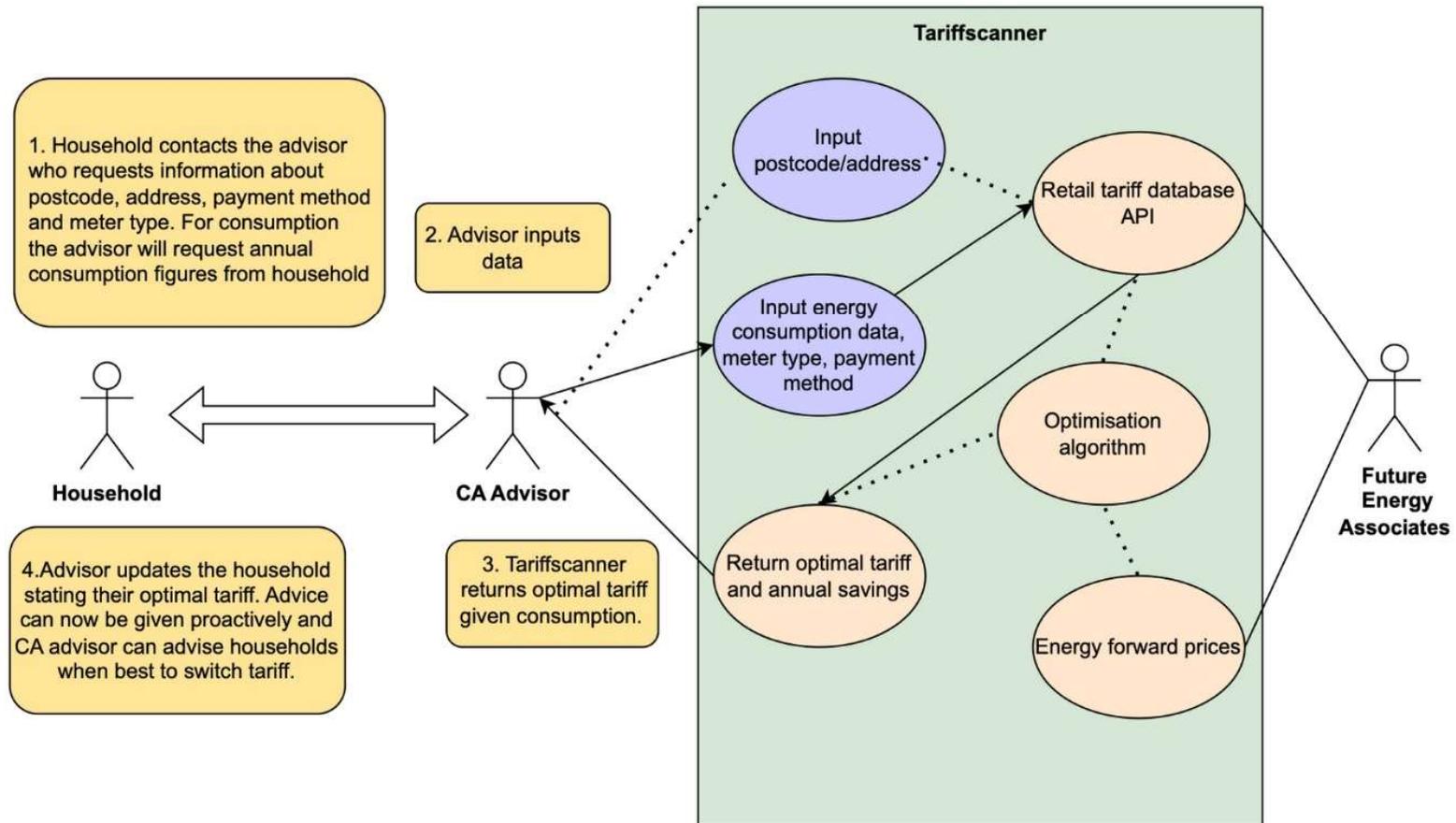


Pilot Project with Citizens Advice

OUR MISSION:

Enable CA advisors to
confidently give
accurate tariff advice

Streamlining Tariff Selection: Information Flow Blueprint for Citizens Advice Energy Advisors (Non Smart Meter Case)



Future Developments

1 Smart meter ingestion

2 Forward looking predictions

3 AI to better predict household consumption

Get in touch



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Thank you

Any questions?



Energy advice: Croydon's approach
Malcolm Bell, Energy Projects Manager
and Deborah Dokubo, Healthy Homes
Adviser, Croydon Healthy Homes



Action for Warm Homes



**Croydon
Healthy
Homes**

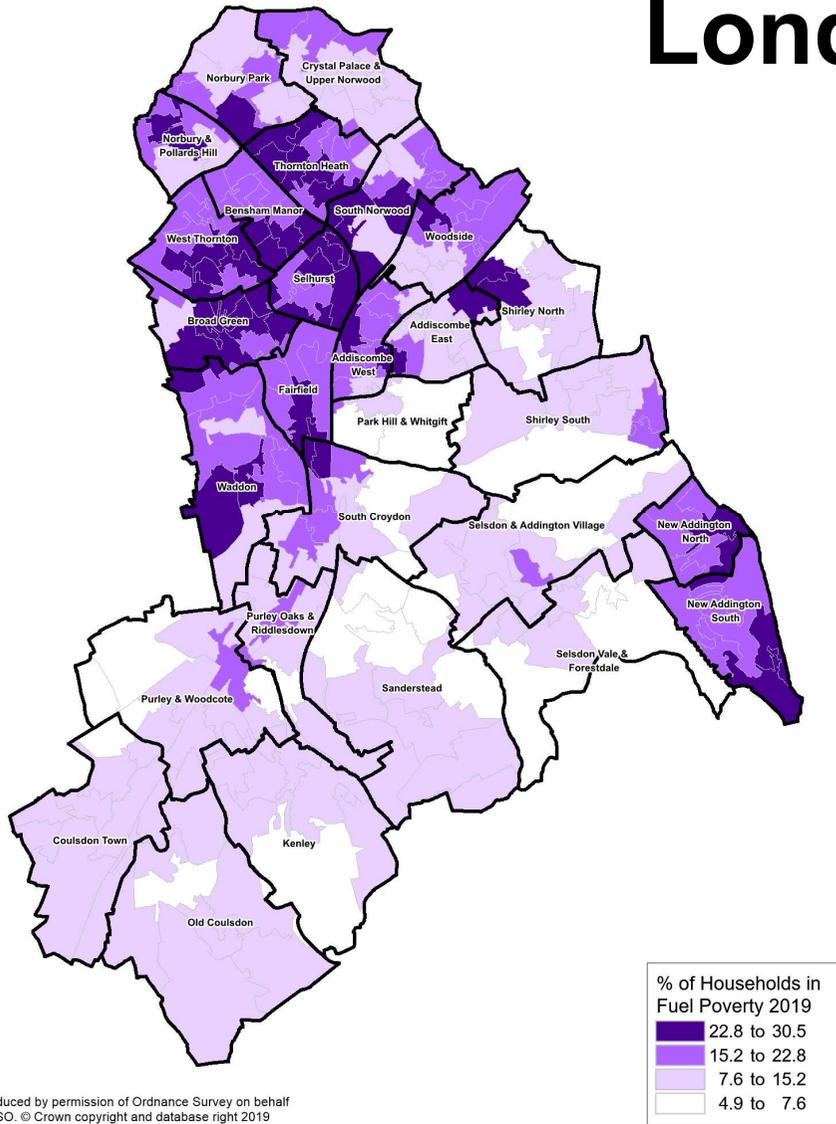
Energy advice & support – Croydon’s approach

Malcolm Bell – Energy Projects Manager
Deborah Dokubo – Healthy Homes Advisor

CROYDON
www.croydon.gov.uk

% of Households in Fuel Poverty
2019

London Borough of Croydon

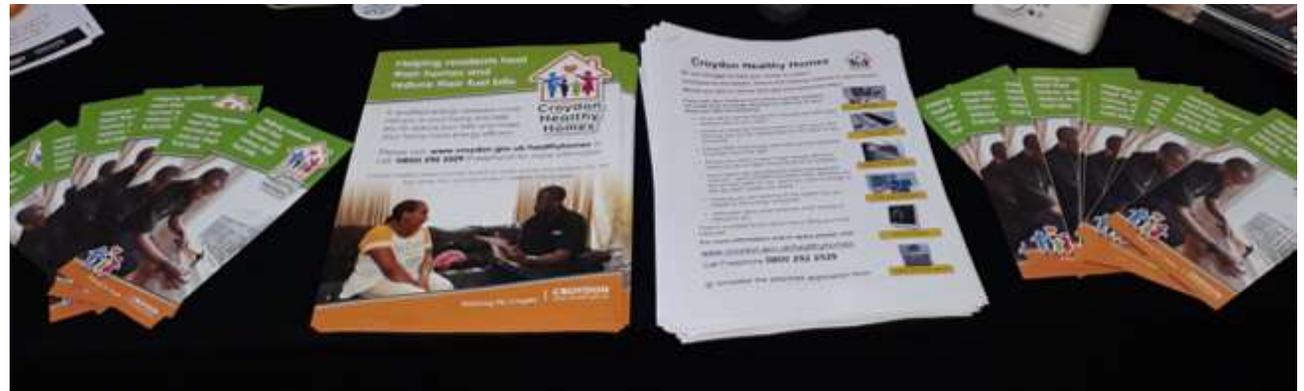


- about 390,000 people
- just over 21,000 fuel poor households
- 13.1% fuel poverty

Croydon Healthy Homes

Helping you heat your home and reduce your fuel bills

1. Pilot project 2016/17
2. Commissioned service 2018 – 2020
3. In house service since 2020



Council in-house team



- Offering flexible bespoke support
- Building relationship before home visit
- Available when resident is ready for help
- Able to react to opportunities
- Supporting residents access grant funded energy measures (throughout process)
- Embedded in local services (partnership working & joint home visits) - a flexible team can work better with other services
- Focus on people not targets
- No freebees



**Croydon
Healthy
Homes**



Excess winter deaths and illness and the health risks associated with cold homes

NICE guideline [NG6] Published: 05 March 2015

- Recommendation 2 Ensure there is a single-point-of-contact health and housing referral service for people living in cold homes

Our approach is a single service – with multiple points of contact



**Croydon
Healthy
Homes**

Working with the Croydon BME Forum



Targeting harder to reach BAME households



- Be visible
- Work flexibly
- Provide evidence based advice
- Incentives for people to engage
- Partner with trusted organisations & run joint events





Supporting people through the energy crisis

**Lee Hadley, Health and Safety
Officer, DABD**



Action for Warm Homes



Supporting Vulnerable people
through the energy crisis

Who are DABD?

- We are a charity based in Barking & Dagenham since 1952
- We believe that all vulnerable people have the right to live independently and make their own choices
- We now have projects spanning seven London Boroughs
- Today our services include Community transport; Personal care; Travel training & Weekend clubs for children with additional needs; Welfare benefits advice; & Energy Advice

What does our energy project do?

- Current capacity for 4 home visit appointments per week in LBBD and 4 cases in LBR
- Our service includes:
 - Help to read & understand meters & energy bills
 - Help understanding their tariff & other payment options
 - Supporting with calls to suppliers
 - Referral to a debt advice service
 - Identifying grants and other support available
 - Personalised energy efficiency advice
 - Limited funding for purchase of energy efficiency devices and equipment
- All clients are given written copy of advice following appointment
- Follow up call after 6 weeks to check in with client

Common barriers to engagement

- Offline or isolated – Limited internet access or lack confidence
- Mental health – Struggling to cope with basic tasks
- Learning disabilities – Lack of 1 to 1 support
- Language & communication –
- Time constraints – Lack sufficient time and mental resources to address problems.
- Information overload – Support & advice can be fragmented & the burden of understanding often rests with the individual
- Costs - Perceived costs of energy efficiency improvements
- Other financial pressures – Competing financial crisis result in paralysis of action

Outcomes

- In 2021/22 over 8500 residents received 121 telephone advice regarding Smart meters
- EEO project began in April 22 and over 100 households have had Home Visits for Energy Advice
- Average savings around £775 per household
- 38% of our cases are on prepayment meters
- A third of our cases have some energy debt
- Current average debt per household is about £2070
 - Up from £1400 in the first year of the project.
- We have now secured funding to continue the project in LBBD for another year

Discussion - Digital exclusion and accessibility

NEA is still finding digital exclusion to be a significant barrier in people being able to access services.

What needs to be in place to resolve this?

Can you share examples?



Training



Action for Warm Homes

Large suite of short courses or qualifications to help enhance knowledge and practical understanding about fuel poverty, fuel debt, decarbonisation and vulnerability.

Funded places available for frontline staff or volunteers (for non-commercial organisations)

www.nea.org.uk/training



NEA Membership



Action for Warm Homes

Everything we do, we do in partnership and our members are the heart of those partnerships.

- The **Business Supporters Group** has been in existence for over 20 years. A strong relationship with the business community is vital to ensure the fuel poor can benefit from current schemes and technological developments. NEA's campaigning activities would not be so effective without industry support.
- Our **Supporting and Enhanced Membership** include local authorities, housing associations, health agencies, charities, community groups and contracted installers through energy provider schemes. **Supporting membership is FREE!**

NEA relies on its members, both as a source of income and for support in achieving the charity's aims and objectives. More information about benefits and costs can be found on our website.

NEA Annual Conference and Exhibition

This year's conference will be taking place from
4 - 6 December 2023
at the **Leicester Tigers' Stadium** in Leicester.

To join the mailing list for updates and early-bird booking rates,
go to **www.nea.org.uk/annual-conference-2023/**



Action for Warm Homes

Thank you for attending and for your contributions.

We'd be grateful if you can complete an evaluation form & hand this back to a member of NEA staff.

Please stay for lunch & further networking.



Action for Warm Homes