



Organisation: Yorkshire Energy Doctor CIC

Project: Energy Roadshows

Date: March 2018

Project aim

The aim of our project was to help people in the Eastern CEF area to save money on their energy bills and, by doing so, be better able to afford their heating costs and be warmer in their homes. Cold homes cause poor physical and mental health and can exacerbate existing health conditions. We also aimed to help deal with any questions or problems with energy bills that may be causing unnecessary stress and worry to residents. We planned to deliver this service across all 16 villages in the Eastern CEF area.

Outputs:

Working with Parish Councils and other local organisations we have achieved our objective in delivering advice to households across all 16 villages. This has been through a combination of holding a series of drop-in events at village halls, attending local coffee mornings, having a stand at village fetes and other venues such as a tea shop, giving talks to groups and delivering home visits.

In total we have reached 227 residents and saved households **£12,311** by:

Action	Saving
Switching tariff	£7,167
Warm Home Discount applications	£1,540
Water bills	£1,205
Debt write-off (energy & water)	£2,399

These are only the people we directly helped to take these actions, there may be other people who received advice at one of our events and then acted on it themselves.

We have also promoted help available around energy bills, specifically through schemes like the Warm Home Discount, via local village Facebook pages.

Examples of support provided:

Case study 1: Community event

We held a very successful drop-in at Barlby Community Library with non-stop talking about energy for three hours. This was advertised in the Selby Times and it is always particularly encouraging to have someone already waiting before we had even set-up!

Some examples of help provided:

- A gentleman's direct debit had recently gone up significantly and he was wondering about this. We had a look and found that his fixed price tariff had ended a few months ago so we called Sainsbury's and got him onto a new one, saving £218 in around 10 minutes.
- A switch from British Gas to Sainsbury's will save a local resident £90 a year (as Sainsbury's are part of British Gas this pretty much involves staying with the same company)
- A lady with coal-fired heating and extremely low electricity use still saved £55 by switching supplier, cutting her bill by 20%
- One couple are going to look at switching from Npower to E.ON which will save approx. £120
- Another gentleman didn't particularly want to change company but saved £145 just by changing their Npower tariff.

Most people who came didn't have mains gas but this just shows that even if we only look at electricity then it is still worth shopping around.

Case study 2 (Home visit):

A lady owed Yorkshire Water £1,542. She had got into difficulties due to changes to her benefits and challenges posed by mental health issues. We firstly applied to Yorkshire Water's Water Support scheme for households on a low income, this was backdated and reduced her debt by £649 and will also save her £147 every year going forward. We then applied to the Yorkshire Water Community Trust which provided her with a grant of £750 towards her water arrears. There were also some arrears on gas and electricity but we applied to Npower for the Warm Home Discount to get her £140 towards her electricity and changed her electricity tariff which saved £105 per year. *Total savings = £1,791*

Case study 3: Help with community building bills

We disseminated advice to local community buildings on how to find the cheapest tariff and supported Kelfield Village Institute to get onto a new fixed price deal. This has nearly halved their annual electricity bill, saving around £250 per year.

