Comfortable Living:
Tackling Fuel Poverty From the Bottom Up

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CHANGING PLACES
CHANGING LIVES

» Fuel Poverty and poor health

A baby born today and living in cold housing is more than twice as likely to suffer from breathing problems including **asthma** and **bronchitis**, and three times as likely to suffer from **wheezing** and **respiratory illness**. Her chances of suffering from **mental health problems** are higher, and – in later life – she will have greater risk of **accidents, injuries and falls in the home** (NEA, 2016)

An end to the cold homes crisis?

Not in her lifetime.

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Impacts of living in a cold home

- Increased risk of heart attacks/stroke

- Respiratory illnesses

- Pneumonia

- Worsening of existing health condition/

  slow recovery

- Falls/injuries
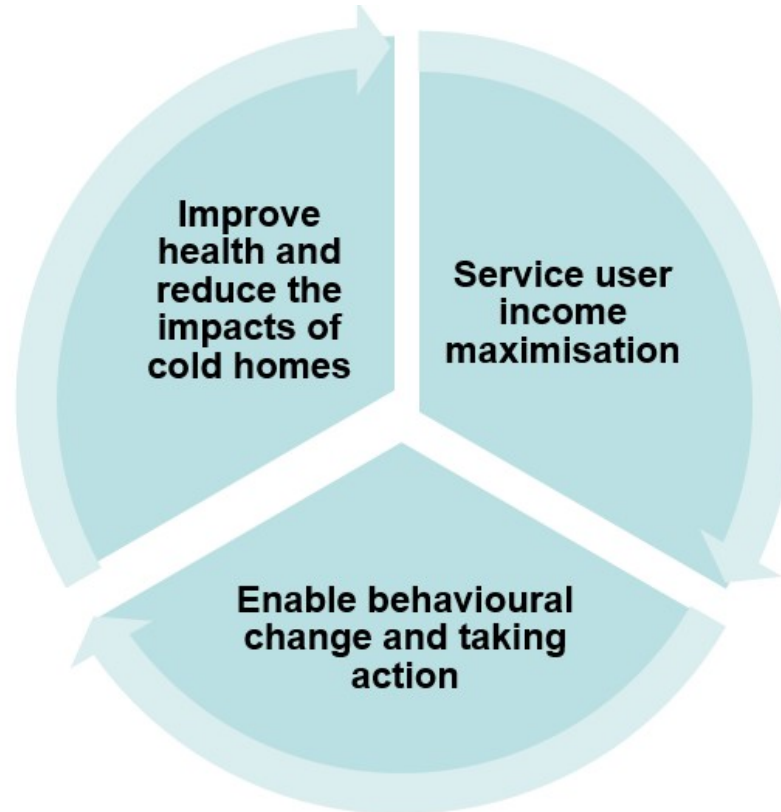
- Affects mental health

6 Key challenges to energy vulnerability

- Energy costs and supply
- Quality of dwelling
- Stability of household income
- Poor health
- Social relations in and out of household
- Tenancy relations

Green Doctor Home Visits

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What we offer

- Finding the cheapest tariff / Switching supplier

- Applying for Energy efficiency grants / discounts

- Negotiating energy debt & repayment plans

- Applying for social water tariffs

- Identifying, assessing and reporting housing / heating repairs

- Installation of energy saving measures

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>> Priority Services Register

o Password and bill nominee scheme

o Bills available in large print and Braille as well as talking bills

o Meter reading service

o Meter moving to accessible location (if possible)

o Updates prior to and during a power cut. Emergency assistance if required.

o Free gas safety check (subject to further criteria)

Helping us...

...by letting us know if we can support you more

What you can expect from us when you become a Priority Services customer

Click northernpowergrid.com
Call 0800 169 2996
Connect 🐦 f ⬚

NORTHERN POWERGRID
Keeping your power on

POWER CUT?
CALL 105

Comfortable Living

Since April we have delivered:

- **409** household visits
- Supported **758** people
- **£15,120** saved by tariff/ supplier switching
- **£10,500** accessed via Warm Homes Discount
- **£2,032** accessed via Water Support
- Installed **3226** measures in homes, creating a financial saving of **£131,800** over the lifetime of the measures.
- Saved **193** tonnes of CO2 emissions per year.

Outreach

We've delivered 88 outreach education sessions.

"The client who saved the most was able to switch to a cheaper online fixed rate tariff with the same provider and was able to apply for the warm homes discount, all because he has access to an iPad and was shown the steps on how to switch.

He had previously been on a variable tariff and was struggling to understand why his bills were rising over the winter period. We explained that he would be better with a Fixed Online direct debit tariff. The client was able to save £130 by going online and we were able to apply for the warm homes discount with his account number which will hopefully be £140 of credit onto his electricity bill."

Case Study

Mrs E, Bradford

- On pre-payment meter but meticulously kept records of her top ups and spend.
- 7 years ago had a new meter installed by Npower with no issues except not receiving annual statement.
- 2019 received a bill for £800 for standing charge.
- The meter hadn't been registered when installed and so her payments hadn't been going to Npower.

Case Study

Gaining Digital Skills and confidence, N Yorkshire:

- Supported the lady to save over £100 on energy bills using the internet.
- Helped her access the Warm Homes Discount and register on the Priority Services Register saving over £1100 in a year.

"Having access to the iPad in this situation allowed us to access literature quickly and reinforce points that are often hard to believe, such as water meter saving. The client had been paying her energy and water bills for a long time and had not really noticed the price increases over the years. With the iPad we were able to show her the best possible deals and she now knows how to look online more often for better deals and tariffs."

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