



Dear Partner,

Thank you to those of you who are existing supporters or referrers to the home energy advice services available from South Dartmoor Community Energy. Without your help, we would find it difficult to reach so many people struggling with energy use.

I have prepared the following materials to help get the word out about what services we are operating this year.

Our core service users remain those who are over 65 years or age, on low incomes or in receipt of benefits, and those with long term health concerns. Due to demand, in part driven by the Green Homes Grant, we will also be offering for the first time this season, a service for those who don't qualify for free advice. These customers will be able to pay for home energy advice services and any profits will be put back into our projects.

We would be grateful for any help you can give in getting the word out about our services – especially to those who are eligible for free help. Please display or share any of the following materials in newsletters, on noticeboards, or on social media. Different formats available on request, including a copy version of the service guide which makes a good article for newsletters. If you'd like hard copies, please let me know which type and how many, and I'll get them to you. I can also provide leaflets and posters specifically for the LEAP programme.

Included in this pack:

Case Study

Referrers guide to SDCE's free Home Energy Advice services

A5 flyer/ads

A4 service guide

A4 poster/ad

Postcard sized flyer/ad/

Kind Regards

Jinni King

Home Energy Advice Project Coordinator

Registered under the Co-operative and Community Benefit Societies Act 2014 as a Community Benefit Society. Registration number 7353. VAT 248 8969 32.

Registered address: 2 Highfield Terrace, Bittaford, Ivybridge, PL21 0EW

Solving a puzzle with incorrect billing – An example of what our Home Energy Advisors can achieve for our clients.



Mr Smith lives in on his own in a one-bedroom house owned by Live West. The house has night storage heaters and a smart meter. Mr Smith has Parkinsons and spends most of his time sat in his armchair in the lounge, looking out at the trees in the small unkept garden. He was referred to us by the lovely staff at Totnes Caring because his bills were very high.

He had been paying £110 a month, but EDF wrote to him to say they wanted to increase the monthly direct debit to £160.

Sophie visited the property, it was apparent that there was not much electricity being used, no appliances were on standby, no spare lights were on. There was a smart meter so Sophie took a look. The first visit took place in November 2018, the smart meter had been installed in June 2018.

Sophie looked at the bills, strangely the estimated annual consumption was 5260 kWh in the day and 1028 kWh at night. This didn't make sense because the house had night storage heaters. Sophie checked the immersion heater had not been left on, Mr Smith assured her he understood how to use it and it came on overnight. They checked if the smart meter was recording correctly by switching on appliances to see the usage change on the display. All seemed fine.

Sophie phoned EDF PSR team, who were always helpful throughout this case, they checked if there was a cheaper tariff available. Sophie questioned the anomaly with the assumed annual consumption. They said there was nothing that could be done. Despite this Sophie made sure the monthly direct debit was not increased to £160, and it was set at £90, the readings from June-Sep on the smart meter showed that £160 was too much, but as it was approaching winter Sophie made sure she would return to check everything was ok after a month or so.

Sophie spent a while looking at different tariffs and whether it would be worth Mr Smith having a single rate meter installed. We were reluctant to switch away from EDF as the savings were not huge since Mr Smith is not online. And the EDF team had been so helpful, it was reassuring to know they would provide support if it was ever needed. In January Sophie visited again to check the meter readings and see if there were any cheaper tariffs. Now there was 6 months of usage on the smart meter so Sophie simply

doubled that to work out the average annual consumption rather than using the figures from the bills as she just didn't believe they were accurate. But she needed proof! Lo and behold, when doubled, the smart meter readings gave 5096 kWh night consumption and 1228 kWh day consumption. It was almost exactly opposite to the figures on Mr Smith's bills that were being used by EDF to calculate his direct debit payments.

Sophie got straight on the phone to EDF, and was put through to the Customer Solutions Team who listened carefully and opened up a complaint. They promised to investigate and get back to us.

After a week, Sophie heard back, prior to the smart meter there had been a meter installed for 6 yrs from 2012 to 2018 - was it possible that this meter had been recording the rates the wrong way round? EDF asked Sophie to carry out a space test to check the current meter was working. Sophie visited and took a reading, returning two hours later to find that neither reading had changed! She went in and put on the kettle and toaster a couple of times, and the meter eventually showed a change and that it was recording day/night consumption correctly. Sophie reported back to EDF. They said, please bear with us, this will take a while, we have to rebill the account for the entire 6 years of inaccurate billing!

After two weeks they were back in touch, with the amazing news that they would be refunding Mr Smith £2450!

It is a shame that Mr Smith had overpaid for such a long time, and he had felt for some time that this was not right, but no one had been able to solve the problem. Now his monthly direct debit is set to around £70, which unfortunately is still high for one person living alone, but this is the cost of electric heating for someone unable to access an online tariff.

Stats:

Total visits to client: 5

Hours spent: 10 (+ travel time)

Miles driven to visit client: 75

Financial benefit to client: £3570

£2450 refund from EDF

£450 refund

£190 refund

£480 saving on annual bills (£110 down to £70 MDD)

Referrers guide to: SDCE's LEAP - Calls and Visits

Who is eligible?

A household with a low income, or at least one resident who is in receipt of benefits, suffers from a long term health condition or is considered vulnerable. Full criteria can be found at: <https://applyforleap.org.uk/eligibility/>

What is the referral process?

- You will need some details regarding their address and eligibility, and will need to confirm that you have their permission to refer them to the service.
- The quickest and easiest way to help someone access the service is to refer them at <https://applyforleap.org.uk/apply/>
People can also self-refer via the same link.
- The householder will be contacted by LEAP who will collect some initial information to help with the advice call and book a time for one of our advisors to call.

What does the service provide?

In a LEAP Telephone Advice Service call one of our advisors, Tony or Jinni, will take the resident through questions to help understand:

- How the resident uses energy in their home.
- Whether help is needed with income maximisation, energy supplier switching and £140 Warm Home Discount application.
- Whether the resident may be eligible for additional help with improving the energy efficiency of their home (i.e. insulation of heating upgrades).
- Which small energy saving measures might be appropriate (draught proofing, low energy light bulbs and radiator heat reflectors).

Practical help will be given, where needed with:

- Making energy efficiency behaviour suggestions.
- Setting heating systems to work efficiently (correct use of timers and thermostats).
- Completing a switch on the resident's behalf.
- Making onward referrals for big measures.
- Arranging for delivery (and sometimes fitting) small measures.

What happens next:

Where practical steps require a home visit, this will be carried out in a COVID secure way, and only where residents are happy to proceed.

If further assistance is required, residents can be referred to our 'in house' Warm & Well South Hams advice service, still free of charge.

Referrers guide to: SDCE's Warm & Well South Hams - Calls and Visits

Who is eligible?

Anyone with a perceived vulnerability, this could be health, age or income related. We work to the same criteria as LEAP, but can be more flexible (within reason) and will soon be offering paid-for services for those who aren't eligible for free support.

What is the referral process?

- Our preferred referral route is our referral form, accessible via our website or <https://tinyurl.com/ReferToSDCE>. This allows our advisors' time to be better utilised contacting clients, rather than logging referrals. The records are stored within our secure Office 365 environment for GDPR compliance.
- Alternative routes for referral are an email to advice@sdce.org.uk or a call to **0800 112 3044** or **01803 308 674**
- One of our advisors will make contact as soon as possible, within 5 working days. This timescale accounts for the fact that we are a small team of part time workers.

What does the service provide?

Our advisors can arrange advice calls or visits (COVID tier depending) to discuss a range of issues beyond LEAP. Additional time to 'mop up' issues identified on a LEAP call where time didn't allow for complete discussion.

- Help understanding which measures might be appropriate for funding via Green Home Grants (GHG), and referrals to Devon and South Hams LADS (Local Authority Delivery) projects (fully supported and installed access to GHG)
- Onward referrals to partner organisations and installers of efficiency measures
- Additional time to follow up with additional handholding through onward referrals and post installation.

What happens next:

Where practical steps require a home visit, this will be carried out in a COVID secure way, and only where residents are happy to proceed.

We can also carry out phone calls, video calls and provide advice via email.

Coming Soon - Referrers guide to: SDCE's 'Able-To-Pay' Home Energy Advice Services

We're all spending more time in our home which may have an impact on our energy bills...

Need help switching?
Want advice on heating or energy efficiency?
Concerned about your energy bills?

We can provide a Local Energy Advice Partnership (LEAP) visit or phone call to eligible households to help with all of this and more.

applyforleap.org.uk



If you're not sure if LEAP is for you, or you need help understanding your options with the Green Homes Grant...

0800 112 3044



**Get in touch today for
advice & support**

For more details about the help available:
sdce.org.uk/energy-advice
advice@sdce.org.uk



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Warm and Well project work funded by:



Bath & West
Community Energy
Generating local energy



Registered under the Co-operative and Community Benefit Societies Act 2014 as a Community Benefit Society.
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With 'Lockdown 2' hitting in winter, most of us are spending more time in our homes, which may have an impact on our energy bills.

Now is the perfect time to take advantage of a Home Energy Efficiency Audit from your local community energy organisation: South Dartmoor Community Energy

We have trained advisors waiting to help with:

- **Switching to a cheaper or greener supplier**
- **How to set heating controls for comfort and efficiency**
- **Suggestions for how to reduce damp and condensation issues**

If you're eligible, you can be referred for a LEAP call. One of our advisors will carry out a home energy survey by phone, advising on income maximisation, efficient energy use, energy switching and more. Where appropriate, we can carry out a short follow up visit to fit small energy saving measures and make referrals for help with bigger measures like insulation. **Check if you're eligible at:**

applyforleap.org.uk



If you aren't sure if you're eligible, give us a call as we may be able to help via our Warm & Well project. Even if you aren't eligible for free advice, in the New Year SDCE will be offering a range of home energy advice services at a reasonable price to anyone in the South Hams. If you want help identifying what steps you can take to reduce your home carbon footprint or energy bills, we can provide impartial, independent advice. As a Not-For-Profit organisation, when you use our services you help us deliver more advice to those in need. **Find out more at:**

sdce.org.uk/energy-advice

**Get in touch
today for
advice & support**



*For more details about the
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 [SouthDartmoorCommunityEnergy](https://www.facebook.com/SouthDartmoorCommunityEnergy)

 [@SDCEnergy](https://twitter.com/SDCEnergy)



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Worried about your energy bills?



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Want advice on heating, energy efficiency or retrofit?

Having difficulties with your supplier?

Get in touch for **advice** and **support** with all of this and more...

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