



East Dorset & Purbeck

Dorset Energy Team Quarterly Report Q1 24-25 April-June

The Dorset Energy Team offers free energy advice to households across Dorset and BCP. The team is made up of a Team Manager with 6.6 fte caseworkers and additional admin support.

The team offers Dorset and BCP residents help and information with all their energy issues. This can include energy efficiency information, negotiating with suppliers and resolving billing issues. We will also help with problems with meters including prepayment meters, carbon monoxide awareness and the provision of free CO monitors. Our Energy Advisers will look at income maximisation and consider potential grants.



This quarter we have seen **357** people with **2689** issues



The value of advice given this quarter = **£376,590**

61% of the people helped had a long-term health condition.

Energy Team Service Update

Our new Energy Advice Bus will soon be on the road stopping at various locations across rural Dorset where access to our existing services may be difficult.

We also run free training to help frontline workers identify people who are at risk of fuel poverty and may be facing difficulty heating their homes.

Visit our website for more information about our service including free training and the Energy Bus locations, dates and times: www.edpcitizensadvice.org.uk/energy

Key Stats



1433 people given energy advice including CO awareness



95 CO monitors issued



711 people seen at events and groups sessions/talks



271 people helped to apply for the Priority Service Register (PSR)

Emergency PPM vouchers and charitable support totalling

£ 2105

Outreaches

In May and June, we set up new weekly outreaches at Waste Not Want Not in Poole and at the Elephant & Castle in West Moors.

How we've helped...

citizens
advice

East Dorset
& Purbeck

"Thank you for your support and guidance regarding my issues with my energy bills. These things create a lot of stress and anxiety, and it really does help to have someone on your side when you are dealing with these giant corporations."

"I have not been able to do much in the last year though because of my ongoing health issues, so it's been great to have support from the 'Superstars' at Citizens Advice."

"Thank you so much for coming to see me today and acquainting yourself with the facts of this case."

Case Study

*Kevin came to Citizens Advice seeking help with his boiler and meters. We quickly identified that Kevin was living in fuel poverty due to his limited income and high energy costs.

Kevin has a number of health issues and has not been able to have his young daughter live with him in part due to the heating and hot water problems in his current property.

After his supplier replaced his gas Credit Meter with a Prepayment Meter (PPM), Kevin noticed he was paying £23 from every top up to repay a debt from a previous tenant, which totalled £1600. Kevin's boiler stopped working resulting in no heating or hot water, this had a detrimental effect on Kevin's health and wellbeing.

- We advised Kevin to apply for Personal Independence Payment (PIP) to help increase his benefit income. Expected income increase of £3,777.80 p/yr
- Energy efficiency advice was given, a review of usage and tariff was provided and we assisted Kevin to apply for the Priority Service Register, with an annual expected saving of £550. Reviewed option on remaining on a PPM or moving back to a Credit Meter.
- Identified Kevin could get help from Local Energy Advice Partnership (LEAP)/Ridgewater Energy via the home visiting team for simple energy measures worth £50 for an assessment for a free replacement boiler under Household Support Fund (HSF) funding. New boiler has been fitted worth £3000
- Energy Adviser assisted with making a complaint to the supplier regarding the gas meter debt, the £1600 was cleared and £300 refunded.
- Kevin's stress and anxiety was reduced.

Total financial gains = **£9277.80**

"You have helped make my home a safe place for my daughter."

*Name has been changed to protect identity.

"Thank you for all of your help it's really appreciated."