



Dorset Energy Team Quarterly Report

Q3 25-26 October-December

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

Key Stats



This quarter we have supported **1055** people



The value of advice given this quarter = **£598,222**

74% of the people helped had a disability or a long-term health condition.



1055 people given energy advice with **400** having in-depth energy advice



73 CO monitors issued and **2908** conversations about CO awareness

Emergency PPM vouchers and charitable support totalling



£ 2,074

Bringing Energy Advice To You

1893 people attended our events during October to December

Fuel Poverty Awareness Day - As part of Fuel Poverty Awareness Day in November, our energy team held **15** events across Dorset and BCP Council areas, including Bournemouth, Ferndown, Blandford, Weymouth, Bridport and Dorchester. We attended **6** library locations and **9** other locations where the team handed out **375** winter warm packs to vulnerable residents with a value of **£6,000** whilst providing energy advice.

Our Energy Bus attended **55** sessions at **16** locations offering free energy advice and support. In addition to this, our Energy Advisers attended **51** outreach sessions at **15** locations across Dorset. To see all of our outreach and bus locations visit our website. No appointment is needed to talk to an Adviser.

www.edpcitizensadvice.org.uk/energy

Do you run a local group or event?

If you run a group or event that you feel would benefit from a talk by an Energy Adviser please email us at energy@edpcitizensadvice.org.uk.



Fuel Poverty Awareness Day Event

Free Fuel Poverty & Energy Advice Training for Frontline Workers



East Dorset
& Purbeck

We offer free training for frontline workers where they will learn how to recognise people struggling with fuel poverty and offer the right support. The training is for anyone working or volunteering in a frontline role in South West England. Book a free online session here www.eventbrite.co.uk/o/east-dorset-and-purbeck-citizens-advice-38618096543 or to arrange a bespoke training session (online or in-person) for your organisation email: rl.sw@edpcitizensadvice.org.uk.

Case Study

*John's Story

John, is a single former Forces member with multiple health conditions, was living on Universal Credit in an electric-only property. He approached us after building up debt on his electricity prepayment meter and receiving gas bills for a supply he didn't have.

How we helped:

- Supported John to apply for Council Tax Support, securing £26.35 per week (£1,370 per year).
- Assisted with a Personal Independence Payment (PIP) application, resulting in an award at the enhanced rate for daily living and mobility (£187.45 per week / £9,747 per year), plus a backdated payment of £3,963.
- Helped John apply for the Limited Capability for Work element of Universal Credit (decision pending).
- Referred John to the Wessex Water Champion scheme; he was accepted onto Assist & Restart, reducing payments to £1 per month, with £1,586 to be written off in 2027.
- Referred John to the local foodbank for immediate support.
- Investigated incorrect gas billing and identified that a gas meter had been capped, not removed, when the property became electric-only.
- Raised a formal complaint with the housing association, which was upheld. The association covered the final bill, paid for meter removal, and awarded £1,272 including compensation.
- As a result of the case, the housing association has amended its processes to ensure annual checks on whether gas meters are required.

John said that the energy team and the volunteers who helped complete the benefit applications were worth their weight in gold.

*Name has been changed to protect identity.

Clients say...

"This is incredible. I've been trying to get a response for 6 months, with your help you've got an answer really quickly. I am ever so grateful for your help."

A big thank you for your help, you have been amazing. You've worked your magic."