



East Dorset
& Purbeck

Dorset Energy Team Quarterly Report Q1 26-27 April-June

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 also help with problems with prepayment meters, carbon monoxide awareness and the provision of free CO monitors. Energy Advisers will also look at income maximisation and consider potential grants.

The Q1 activity reflects the reduction in funding which has resulted in the Dorset Energy Team having to reduce the amount of energy advice bus sessions, outreaches and events that they attend.

Key Stats



This quarter we have supported **229** people



The value of advice given this quarter = **£188,242**

67% of the people helped had a disability or a long-term health condition.



32 people signed up to the Priority Services Register

Emergency PPM vouchers and charitable support totalling

£ £749

Energy advice in the community

The Dorset Energy Team held talks at 7 events including for the Civil Service Pensioners' Alliance (CSPA) and the NHS Retirement Fellowship (NHSRF). Our Advisers held 32 outreaches including Ferndown, Boscombe, Lyme Regis, Shaftesbury & Verwood.

Our Energy Bus attended 24 sessions across 9 locations incl. Portland, Blandford, Bridport and Poole Town Centre. 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.



Free Fuel Poverty & Energy Advice Training for Frontline Workers



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

*Ruby's Story

Ruby lives with her two children, aged 14 and 9. All family members have health conditions.

Ruby had a Debt Relief Order (DRO) which included a debt of £9,011.82 owed to her energy supplier. She had contacted the supplier multiple times to ask why the DRO had not been applied to the account and bills were still being sent with a large debit balance. Ruby also needed assistance with Department of Work and Pensions (DWP) forms to claim benefits for her children.

How we helped:

- A referral was made to Citizens Advice for assistance with the DWP forms.
- Ruby was provided with information for support for carers and respite breaks.
- A formal complaint was raised with the supplier regarding the DRO not being applied to the account.
- Ruby was added to The Priority Services Register.

A total of £17,719.30 of adjustments were applied to the account through back billing and the DRO, resulting in a credit balance of £2,979.19. The supplier stated that this balance would be used to offset future usage. After negotiation with the supplier, they agreed to refund the balance to Ruby.

Ruby thanked Citizens Advice for the support which enabled her to move forward with her life and get extra support for her family members.

*Name has been changed to protect identity.

Clients say...

"Thank you for your email and all the help you have rendered to me. You have made me feel much better about myself just hearing me and I felt seen. I was beginning to feel like I didn't matter and it was starting to affect me mentally."

"I just wanted to thank you again from the bottom of my heart for going above and beyond to sort the oil situation out for me, it's really appreciated. It's taken such a huge burden of worry off of my shoulders and I'm now sat here having a little cry, partly from relief but mainly of joy that it's all sorted."