

# Energy Action Scotland Advisors Toolkit

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***“Working to end fuel poverty and achieve warm,  
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## Energy Assistance Package

The Energy Assistance Package (EAP) is a holistic package to help maximise incomes, reduce fuel bills and improve the energy efficiency of homes. It is funded by the Scottish Government and managed by the Energy Saving Trust and delivered by their network of Energy Saving Scotland advice centres (ESSac).

### The EAP has four stages:

- **Stage 1** offers free energy advice to anyone who phones the Home Energy Hotline on **0800 512 012**
- **Stage 2** provides benefits and tax credit checks and advice on low cost energy tariffs to those at risk of fuel poverty
- **Stage 3** provides a package of standard insulation measures - cavity wall and loft insulation - to homeowners and tenants of private sector landlords:
  - aged 70 or over with no central heating or
  - aged 75 or over or
  - receiving a qualifying benefit *See the Appendix to this factsheet*

Landlord permission must be obtained.

Local authority or housing association tenants may be able to access similar measures, funded through a partnership between Scottish Government, landlords and utilities. These tenants should contact the landlord.

- **Stage 4** offers a package of enhanced energy efficiency measures *See the Appendix to this factsheet*, including a new central heating system if appropriate, to homeowners and tenants of private sector landlords who are most vulnerable to fuel poverty:
  - aged 60 or over and have no central heating or
  - living in a home with a poor energy rating and:
    - aged 75 or over
    - aged 60 or over, receiving a qualifying benefit *See the Appendix to this factsheet*
    - child under 16, receiving a qualifying benefit
    - pregnant, receiving a qualifying benefit
    - receiving the highest rate of the care component or the higher rate of the mobility component of disability living allowance
    - are terminally ill (in receipt of DS1500 certificate)

The property must have been the only/main home for at least one year. Landlord permission must be obtained where relevant. If the householder is terminally ill they do not need to have lived in their property for at least one year.

Anyone seeking information on Scottish Government home energy initiatives and help and advice on how to save energy and money in the home should call **0800 512 012** or [www.homeenergyscotland.org.uk](http://www.homeenergyscotland.org.uk)



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**Appendix to Factsheet No IV. A (1a): Energy Assistance Package**

Additional Information:

**Qualifying benefits for Stage 3:**

NB if the client is 75 or over or 70 or over with no central heating system present, you don't need benefits to qualify.

- Pension credit
- Child tax credit or working tax credit (where income is less than the qualifying threshold\*)
- Employment and support allowance
- Attendance allowance
- Disability living allowance
- Income support, income based jobseekers allowance
- Housing benefit
- Council tax benefit
- Disablement pension which includes a constant attendance allowance
- War disablement pension which includes a mobility supplement or a constant attendance allowance

**Qualifying benefits for Stage 4:**

- Attendance allowance
- Child tax credit - where income less than £17,474
- Council tax benefit
- Housing benefit
- Income support
- Income-based jobseekers allowance
- Disability living allowance
- Carers Allowance
- Industrial injuries disablement pension which includes a constant attendance allowance
- State pension credit - with guarantee element
- War disablement pension which includes a mobility supplement or a constant attendance allowance
- Working tax credit - where income less than £17,474
- Employment and support allowance



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### Enhanced package measures:

Depending on individual circumstances, the package may consist of (but is not limited to):

- installation of a new central heating system including, where appropriate, air source heat pumps
- new boiler/central heating system
- draughtproofing
- internal or external wall insulation
- cavity wall insulation
- loft insulation
- room thermostats and heating controls
- tank and pipe insulation

### Energy inefficient homes

'Energy inefficient homes' are defined as those where an energy audit identifies that the dwelling has a SAP (a measurement used to determine how energy efficient a building is) score of less than 55.



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## Feed-In Tariffs

Feed-In Tariffs (FiTs) are payments to ordinary energy users for the renewable electricity they generate.

The tariffs have been introduced by the UK Government to help increase the level of renewable energy in the UK towards the legally binding target of 15% of total energy from renewables by 2020 (in 2009 this was under 2%).

The initial fast track review of the FiTs scheme was completed in May 2011. The review resulted in tariff reductions for solar PV larger than 50kW / standalone PV and increases for some anaerobic digestion installations. The first full review of the scheme is due in 2012.

The tariffs are payments to anyone who owns a renewable electricity system, for every kilowatt hour (kWh) of electricity they generate. They are applicable to households, landlords and businesses. Depending on the type of technology there is a maximum size (kWh capacity) of installation which will be eligible for FiTs.

### **The tariffs provide three benefits:**

- A payment for electricity produced (including electricity used by the individual, landlord or organisation)
- Additional payments for electricity exported to the grid
- A reduction on electricity bills, from using energy produced by the renewable technology installed

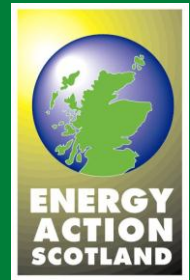
Tariffs will be paid for up to 25 years and vary depending on the type and scale of the installation. FiTs payments are exempt from income tax. All generation and export tariffs will be linked to the Retail Price Index (RPI).

Tariffs became payable in April 2010. All qualifying systems installed now are eligible, if they are MCS certified (Microgeneration Certification Scheme).

A payment of 3pence/kWh will be made for any surplus electricity generated **and** exported back to the grid. This is a fixed rate (though there is the option to negotiate an alternative rate with an electricity supplier), regardless of the type of renewable technology.

Until or unless a Smart Meter is installed the export element will be deemed to be 50% of the power generated by the renewable system.

FiTs is being paid for by the energy suppliers, however the costs for the scheme will ultimately be passed through to all electricity consumers through increased prices.



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## **Tariffs:**

The table below shows some of the tariffs payable for installations completed between 15 July 2009 and 31 March 2012. After this date, rates will decrease each year for new entrants into the FiTs scheme.

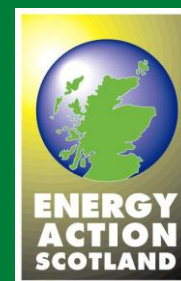
*This table is for illustration purposes and was correct at 6 February 2012; please refer directly to the Department of Energy and Climate Change for the current rates.*

<b>Renewable Technology</b>	<b>Scale</b>	<b>Tariff level (pence/kWh)</b>	<b>Tariff lifetime (years)</b>
Solar electricity (PV)	≤ 4 kW (retro fit)	43.3	25
Solar electricity (PV)	≤ 4 kW (new build)	37.8	25
Wind	≤ 1.5 kW	36.2	20
Wind	> 1.5 - 15 kW	28.0	20
Micro CHP	≤ 2kW	10.5	10
Hydroelectricity	≤ 15 kW	20.9	20

Where ownership of a home or building changes, ownership of the generating technology also changes and the FiTs payments will transfer to the new owner.

## **Please note:**

Part of the full review process was brought forward to October 2011, with DECC consulting specifically on FiTs for Solar PV. In spite of concern and opposition, the Government decided to introduce restrictions on large scale solar installations and reduce the generation tariff significantly and with almost immediate effect. A recent judicial review ruled against the Government and a subsequent appeal by them failed. The Government now (February 2012) intends appealing to the Supreme Court.



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## Renewable Heat Incentive (RHI)

Heat generated from renewable energy sources currently meets 1% of the UK's total heat demand. To reach the 2020 renewable energy target, around 12% of the UK's heat needs to be generated from renewable sources. Policies were introduced to increase the uptake of renewable heat systems, by establishing broad enabling powers in the Energy Act 2008, removing non-financial barriers such as air quality issues and building regulations.

RHI is a payment for generating heat from renewable sources. RHI is set by the UK Government, administered by Ofgem and paid for directly by the UK Treasury. RHI will be introduced in two Phases. The first phase commenced in 2011. RHI will provide two forms of support:

- Renewable Heat Premium Payments for domestic installations
- Ongoing tariff support for non-domestic renewable heat installations

The Premium Payments will be one off payments intended to subsidise the installation of renewable heat technology in single domestic properties.

The non-domestic installation tariff support will provide a 20 year tariff for a range of renewable heat technologies and includes installations which serve more than one domestic property or cover a whole community, such as district heating schemes.

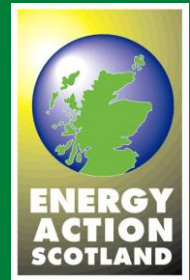
In its first phase RHI will be available for most of the established renewable heat technologies:

- Ground source and water source heat pumps
- Solar thermal heat and hot water
- On-site biogas for heat production
- Biomass heat generation and combined heat and power (CHP)
- Deep geothermal
- Energy produced from waste
- Biomethane injection

The main benefit of the RHI is the generation tariff, which is paid for every kilowatt-hour of energy produced. The level of payment varies depending on the technology and the system size. Under the non-domestic tariff the heat produced will be metered rather than estimated contrary to previous suggestions.

Systems installed after 15 July 2009 will be able to join the Renewable Heat Incentive scheme, but will only get paid for any generation from June 2011 onwards. Furthermore, in the case of non-domestic installations any public subsidy obtained earlier must have been repaid by the commencement of the scheme.

The second phase of the RHI will commence in October 2012 and will introduce ongoing tariff support for domestic renewable heat installations.



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Those installations which received Renewable Heat Premium Payments in the first phase will be eligible for this tariff support.

Further details of the Premium Payments and the tariff support to be available in the second phase have yet to be released. However there is an expectation that following further research to develop a measuring methodology, air source heat pumps will become eligible for tariff support.

More information is available from the Department of Energy and Climate Change – [www.decc.gov.uk](http://www.decc.gov.uk)



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## Green Deal

The Green Deal is a new initiative, due to start in 2012, part of the UK Government's drive to improve energy efficiency as it seeks to reduce greenhouse gas emissions. Green Deal is designed to facilitate the retrofitting of energy saving measures.

Consumers and businesses will be encouraged to make their premises more energy efficient at no upfront cost. Instead, the Green Deal will provide a mechanism for home owners and small businesses to access low cost funding packages - removing the capital cost investment barrier for making a property more energy efficient. The measures are aimed in particular at curbing heat loss from homes, which accounts for a quarter of the country's carbon dioxide emissions.

The Government intends that private companies will deliver the Green Deal, financing the cost of the installations. As well as fuel utilities, the 'trusted high street names' expected to become involved include companies such as Tesco, B&Q and Marks & Spencer. There is a 'golden rule', according to Department of Energy and Climate Change (DECC), that the estimated savings will equal or exceed the cost of the measures. These Green Deal providers will recoup their costs through a charge on the customer's energy bill that is intended to be less than the savings made by the improvements.

The funding package will be applied to the meter and the property, not the person/business occupying it. The funding package will continue to be repaid if, for example, there is a tenure change or if a householder switches supplier.

Much of the detail has still to be finalised and confirmed. At this stage, it is expected that the 'eligible' measures will be fairly standard energy efficiency measures i.e. loft insulation, cavity wall insulation and internal/external wall insulation. The organisations involved in delivery – utility, finance provider, installer – will clearly need to cover their administrative costs and will expect a contribution to 'the bottom line'. It is particularly important that the basis for estimating savings for each measure installed is robust, since this will in turn form the basis (amount, timescale) for repayment of the funding package.

The Green Deal does not lend itself well to helping the fuel poor. There will be extra help for those most in need such as the vulnerable, those on low incomes and those with homes that are expensive to treat via a new Energy Company Obligation (ECO). Details of the ECO are also currently being developed by the UK Government.

For more information see [DECC's Green Deal Page](#)



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  - i. Appendix: Contact details for the CERT team/manager in the Big Six Energy Suppliers
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## Carbon Emissions Reduction Target (CERT)

The Carbon Emissions Reduction Target (CERT) 2008 – 2011 is a domestic energy supplier obligation requiring all gas and electricity suppliers (with more than 50,000 customers) to make savings in the amount of CO<sub>2</sub> emitted by householders. CERT has been extended to the end of 2012 when a new Energy Company Obligation will be introduced. The primary aim of CERT is to make a contribution to the UK's legally binding targets to reduce greenhouse gas emissions. However it is also used as part of the UK Government's programme to reduce fuel poverty and increase the energy efficiency of homes. It does this by ensuring that a certain amount of work under CERT is targeted at low-income and vulnerable households.

CERT sets targets for energy suppliers to achieve improvements in energy efficiency by providing measures - such as cavity wall and loft insulation and energy efficient boilers and appliances - to households across Great Britain. CERT targets are set by the UK Government and the regulator Ofgem has the responsibility for monitoring delivery.

Obligated suppliers must target at least 40% of the energy savings achieved at a Priority Group of low-income domestic consumers including those who are over 70 years old and on certain credits and benefits. Since the extension to 2012, the targeted group must include a Super Priority Group of the poorest households most vulnerable to fuel poverty, which should make up 15% of the targeted households. The Super Priority Group includes people claiming specific credits and benefits: income-related Employment and Support Allowance, income-based Job Seeker's Allowance, Income Support and State Pension Credit or who have parental responsibility for a child under 5 years of age who lives with them.

In the extension period (from March 2011), suppliers are no longer permitted to use provision of energy saving light bulbs as a means of fulfilling the obligation and insulation must provide at least 80% of the obligation. Real time home energy displays and home energy advice packages will also become qualifying actions.

Measures can be provided to any domestic household in Great Britain and the funding for the installation or distribution of measures comes from the obligated suppliers, usually collected via a 'levy' on customer bills. However, they are not required to spend a fixed amount of money. Suppliers are not limited to offering measures to their own consumers and can partner with other organisations for the distribution of measures or to encourage the uptake of measures. Suppliers must demonstrate that their activity has led to additional energy efficiency measures being installed.



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CERT also ties into the Energy Assistance Package (EAP) in Scotland, providing loft and cavity insulation to some of the households accessing this scheme.

For information on EAP, see Factsheet IV. A. 1

The Scottish CERT Strategy Steering Group - which includes representatives from the Scottish Government, the energy suppliers, Ofgem, and the Energy Saving Trust (EST) - has developed a strategy to secure a more equitable share for Scottish households from CERT.

### **Beyond 2012 - the Energy Company Obligation**

The Government has confirmed that beyond 2012 there will be a new Energy Company Obligation (ECO) which will exist alongside the Green Deal. The ECO is expected to provide targeted assistance to those who are vulnerable and on low incomes. It is also expected to assist those living in hard to treat and expensive to treat homes who would not benefit under the Green Deal scheme alone because repayments for the work could not, in their circumstances, be expected to outweigh their energy bill savings.

[Link to CERT Supplier Contacts List in Appendix to Factsheet IV. B. \(1\).](#)



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**Appendix to Factsheet No IV. B. (1): CERT Contacts**

These are the Carbon Emission Reduction Target Supplier Contact Details given by Ofgem for each of the main suppliers. (Correct at 1 March 2011)

You may wish to use these if you have a project for which you would like to seek CERT funding.

**British Gas, including Scottish Gas**

**Name:** Chetan Lad, Head of CERT and Policy

**Tel:** 0778 957 2857

**e-mail:** [chetan.lad@centrica.com](mailto:chetan.lad@centrica.com)

**Address:** British Gas New Energy, 30 The Causeway. Staines, Middlesex, TW18 3BY

**ScottishPower**

**Name:** Heather Watts, Energy Efficiency Strategy Manager

**Tel:** 0121 354 7666

**e-mail:** [heather.watts@scottishpower.com](mailto:heather.watts@scottishpower.com)

**Name:** Mark Murphy, CERT Delivery Manager

**Tel :** 0141 568 4628

**e-mail:** [markes.murphy@scottishpower.com](mailto:markes.murphy@scottishpower.com)

**Address:** Energy Team (Section 25), PO BOX 7111, Cathcart Business Park, Glasgow, G44 4GP

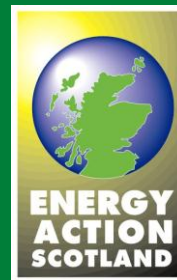
**EDF Energy**

**Name:** Nigel French, Manager of EE Obligations

**Tel:** 0127 342 8641

**e-mail:** [nigel.french@edfenergy.com](mailto:nigel.french@edfenergy.com)

**Address:** Energy Field Services, EDF Energy, Energy Efficiency Team, 329 Portland Road, Hove, BN3 5SU



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## **E.ON**

**Name:** Dr Jon Kirby, CESP and CERT Manager

**Tel:** 02476 180 437

**e-mail:** [jon.kirby@eonenergy.com](mailto:jon.kirby@eonenergy.com)

**Address:** E-ON Energy, Newstead Court, Little Oak Drive, Annesley, Nottinghamshire, NG15 0DR

## **Scottish and Southern Energy, including Scottish Hydro**

**Name:** Stephen Millward, Energy Efficiency Manager

**Tel:** 0118 953 4271

**e-mail:** [Stephen.millward@sse.com](mailto:Stephen.millward@sse.com)

**Address:** Scottish and Southern Energy. 55 Vastern Road, Reading, RG1 8BU

## **npower**

**Name:** Bob Jackson, Acting Head of Energy Efficiency

**Tel:** 07989 493 418

**e-mail:** [bob.jackson@npower.com](mailto:bob.jackson@npower.com)

**Address:** RWE npower, Acorn House, Bridgewater Road, Worcester, WR4 9FP



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### Community Energy Saving Programme (CESP)

CESP is part of the UK Government's programme to save energy and carbon dioxide. It requires all electricity suppliers and electricity generators of a certain size to deliver energy saving measures to domestic customers in specific low income areas of Great Britain. In Scotland it targets the lowest 15% of areas ranked in the Scottish Index of Multiple Deprivation (SIMD).

Delivery of the programme is through the development of partnerships between local authorities, community-based organisations and the energy suppliers, taking a street-by-street area based approach.

The energy suppliers are obligated to undertake programmes resulting in a total carbon emissions reduction of 19.25 million tonnes of carbon dioxide in the period from 1 October 2009 and 31 December 2012.

By August 2010 Ofgem, who administer the scheme on behalf of the Government, had received 81 proposals for CESP activities from obligated energy suppliers, with 8 of these based in Scotland.

The activities proposed have been very different to those undertaken under CERT, with 91% of schemes proposing external solid wall insulation and half of schemes proposing double glazing as part of the package of measures. Other measures also include heating replacements. Whilst most proposals have targeted fuel switching and replacement of traditional boilers, there are also a number of proposed schemes which have taken up the incentive to consider installation of renewable technologies including solar thermal, biomass and heat pumps.

Ofgem administers the scheme while the UK Government sets the overall policy objectives and targets.

See [www.ofgem.gov.uk](http://www.ofgem.gov.uk) and [www.decc.gov.uk](http://www.decc.gov.uk)



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## Social Tariffs

Since the introduction of the Warm Home Discount on 4 April 2011 social tariffs are being phased out over the course of three years. This information is included as background, and because some customers on these tariffs at the time of the change may remain on them until their contract ends or the tariff is phased out. On the Warm Home Discount see Factsheet IV. B. (4).

Social tariffs were introduced by energy suppliers as part of their voluntary social spending. These tariffs were at least equivalent to or cheaper than their lowest available direct debit tariff.

Not all energy suppliers applied the same eligibility criteria, nor did they all offer the same tariffs. Some social tariffs were only available to older people or families with young children; some were only available to people in receipt of certain benefits and others were only available to customers in fuel poverty.

### Social Tariffs of the Big Six Suppliers – as at February 2011

#### British Gas (Scottish Gas) - Essentials Combined

British Gas 'Essentials' tariffs had three separate packages to assist specific customer groups. The Social Tariff version called Essentials Combined was aimed at vulnerable and low income consumers.

Key features of the package included:

- Equivalent to lowest online tariff - Websaver (latest version)
- Energy efficiency advice and benefits check

To be eligible consumers must have had a household income of less than £15,000 per year and be in receipt of means tested benefits, **plus:**

- be on Disability Living Allowance **or**
- Attendance Allowance **or**
- be over 70 (in receipt of Pension credit) **or**
- suffer from a chronic illness

#### EDF Energy - Energy Assist

Energy Assist was a social product offered by EDF Energy.

Its key features were:

- Eligible consumers regardless of payment method are charged on the same tariff as direct debit customers, plus there is an annual discount of £75 for dual fuel customers (pro-rata for single fuel customers)
- free energy efficiency advice
- free or discounted energy efficiency measures
- benefits entitlement check

To qualify it was necessary to be a customer of EDF Energy and either:

- spend more than 10% of income on household energy costs each year, **or**
- be in receipt of Income Support and/or receive Pension Credit benefits



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[www.eas.org.uk](http://www.eas.org.uk)

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Electricity prepayment customers were able to pay the Energy Assist tariff price using their meter, rather than receiving a rebate, however prepayment gas consumers were sent rebates.

### **E.ON – Warm Assist social product**

- Up to 15% discount on standard electricity and gas prices
- Personalised energy efficiency advice
- Free energy efficiency measures
- Benefits entitlement check

To qualify it was necessary to be aged 60 or above, be on a low income and meet one of the following criteria:

- be in receipt of Pension Credit, **or**
- be in receipt of Disability Living Allowance, **or**
- be in receipt of Attendance Allowance, **or**
- have high energy consumption arising from a medical condition (at E.ON's discretion)

### **npower - Spreading Warmth Tariff**

This tariff offered average annual savings of over 20% compared to standard prices (based on a consumer who had dual fuel and paid by cash, cheque or via a prepayment meter).

To be eligible a consumer must have had an annual income below £13,500 and someone in the household who was either:

- 60 or over, **or**
- disabled, **or**
- chronically sick, **or**
- a child under 16

### **ScottishPower - Fresh Start**

Features offered as part of tariff:

- The tariff was equal to the cheapest ScottishPower tariff at any time regardless of payment method
- Benefits check to ensure consumers are claiming all the benefits they are eligible for
- Energy efficiency advice

The tariff was available to anyone over the age of 60 and in receipt of one of the following social welfare benefits:

- Attendance Allowance
- Council tax benefit (not including single occupancy discount)
- Disability Living Allowance
- Disabled persons tax allowance
- Child Tax Credit (where income is less than £15,460)
- Housing benefit
- Income-based Job Seekers Allowance
- State Pension Credit
- Working Tax Credit (where household income is less than £15,592)
- War Disablement Pension (which either includes a mobility supplement or constant attendance allowance)
- Industrial injuries disablement benefit (must also have a constant attendance allowance)



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## Scottish and Southern Energy (Scottish Hydro) - Energyplus Care

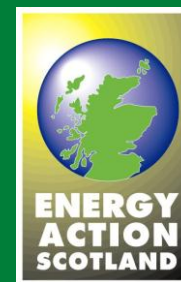
Key features included:

- Minimum 20% reduction on cheapest tariff in that geographical area
- Free energy efficiency advice
- Free energy efficiency measures (can range from low energy light bulbs to a free fridge or a discounted fridge/freezer)
- Free benefits entitlement check

Customers may have qualified for Energyplus Care if they spent over 20% of income on energy bills. To qualify they also must have completed a questionnaire over the phone or in person.

The key categories were as follows:

- Total household income including any benefits received
- Home and how energy efficient it is
- Annual fuel costs
- Other additional support needs



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## Warm Home Discount (WHD)

The Warm Home Discount requires energy companies by law to give a discount on energy bills to some of their most vulnerable customers<sup>1</sup>. This mandatory scheme has replaced the previous voluntary agreement with the energy companies. Over the four years of the scheme to 2015, WHD will be worth up to £1.1bn and is expected to help around two million households per year.

Energy companies are required to provide a discount on electricity bills to a 'core group' of low income pensioners (initially comprising those in receipt of the 'guarantee' element of Pension Credit, expanding to include every pensioner in receipt of the Savings Credit element by 2015). They are also required to provide the same discount to a 'broader group' of their customers, although they retain discretion over who will be eligible for the discount. The discount for customers in both the core and broader groups is £120, increasing to £140 in year four.

Under their voluntary agreements energy companies had commitments such as social tariffs. They must manage down expenditure on these commitments because their 'legacy spend' will be capped, and phased out over the first three years of WHD.

Energy companies can (with Ofgem approval) spend a maximum of £30m per year on industry initiatives. These initiatives might include: financing of organisations which refer customers in fuel poverty to suppliers; providing or funding the provision of benefit entitlement checks; and also providing or funding energy efficiency measures.

The Department for Energy and Climate Change (DECC) expects the expenditure to break-down as follows:

### Expected expenditure across the scheme (nominal prices)

Expenditure Type	2011/12	2012/13	2013/14	2014/15
Core Group	£97m	£143m	£159m	£190m
Broader Group	£3m	£47m	£88m	£90m
Total Legacy Spending and Industry Initiatives Cap	£150m	£85m	£53m	£30m
<i>Legacy Spending Cap</i>	<i>£140m</i>	<i>£70m</i>	<i>£35m</i>	<i>£0m</i>
<i>Industry Initiatives Cap</i>	<i>£30m</i>	<i>£30m</i>	<i>£30m</i>	<i>£30m</i>
<b>Total</b>	<b>£250m</b>	<b>£275m</b>	<b>£300m</b>	<b>£310m</b>

Source: UK Government Response to the Consultation on the Warm Home Discounts, 2011.



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DECC has issued [Draft Regulations outlining the new Warm Home Discount](#)

Energy companies had already committed to supporting the Energy Assistance Package (EAP) in Scotland as part of their voluntary agreements i.e. Stage 2, referrals for social tariffs. It is not yet clear what impact this change will have on delivery of the EAP

Details on each of the 'big six' energy supplier's broader group eligibility criteria can be found in Appendix to Factsheet IV.B.4

<sup>1</sup> Fuel suppliers already offer special, lower priced tariffs for households vulnerable to fuel poverty, however this is currently on a purely voluntary basis at the discretion of each supplier. Eligibility for these 'social tariffs' is also at the discretion of each fuel supplier.



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## Broader Group Eligibility 2011/2012

## British Gas

Customers meeting **one** of the following criteria are eligible to apply to British Gas' Broader Group scheme:

- In receipt of State Pension Credit – guaranteed and savings, or savings only
- In receipt of means tested benefits and in receipt of cold weather payments (as per regulation guidelines)
- Vulnerable and on very low income (less than £16,190 per annum)
- Low income (less than £16,190 per annum) and spending more than 10 per cent on fuel per year for adequate heating (usually 21 degrees Celsius for the main living area, and 18 degrees Celsius for other occupied rooms)

## E.ON

Customers meeting one or more of the following criteria are eligible to apply to E.ON's Broader Group scheme:

- A person who receives State Pension Credit (either Guarantee only, Guarantee and Savings, or Savings only)
- A person who receives Child Tax Credit where the relevant income is below £16,190
- A person who receives Income Support, income-related Employment and Support Allowance or income-based Jobseekers Allowance **and** receives any one of the following benefits:
- Child tax credit which includes a disability or severe disability element; a disabled child premium; a disability premium, enhanced disability premium or severe disability premium; a pensioner premium, higher pensioner premium or enhanced pensioner premium.

## EDF

Customers meeting the following criteria are eligible to apply to EDF's Broader Group scheme:

- A person who receives Income Support or income-related Employment and Support Allowance or Income Based Job Seekers Allowance **and** one of the following:
- In receipt of Long Term Incapacity Benefit or Severe Disablement Allowance or Disability Living Allowance (DLA), for themselves or a



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- child living with them **or**
- Have a child who was under five on the 1 April 2011 (ie born after 31 March 2006)

## SSE

Customers meeting the following criteria are eligible to apply to SSE's Broader Group scheme:

- A person in receipt of Pension Credit (who does not fit the Core Group criteria because they have Savings Credit only, or both Guaranteed and Savings Pension Credits) **or**
- A person who receives Income Support, income-related Employment and Support Allowance which includes a work-related activity or support component or income-based Job Seeker's Allowance **and** receives any of the following benefits:
- Child Tax Credit which includes a disability or severe disability element, a disabled child premium, a disability premium, enhanced disability premium or severe disability premium, a pensioner premium, higher pensioner premium or enhanced pensioner or has a child under the age of five years old living at home.

## Npower

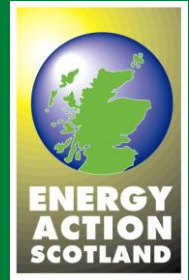
Customers meeting the following criteria are eligible to apply to Npower's Broader Group scheme:

- A person who receives Income Support, income-related Employment and Support Allowance which includes a work-related activity or support component or income-based Job Seeker's Allowance **and** receives any of the following benefits:
- Child Tax Credit which includes a disability or severe disability element, a disabled child premium, a disability premium, enhanced disability premium or severe disability premium, a pensioner premium, higher pensioner premium or enhanced pensioner or has a child under the age of five years old living at home.

## ScottishPower

Customers meeting the following criteria are eligible to apply to ScottishPower's Broader Group scheme:

- A person who receives Income Support, income-related Employment and Support Allowance or income-based Job Seeker's Allowance **and**:
- Have a child aged under 5 by 31st March 2012 permanently living with them **or** receive one of the following
- Child tax credit which includes a disability or severe disability element
- A disabled child premium
- A disability premium, enhanced disability premium or severe disability premium



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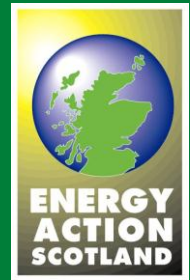
### Priority Service Register (PSR)

Energy suppliers are required to keep a register of priority service customers who, by virtue of being of pensionable age, disabled or chronically sick, require information or advice on the special services available. Suppliers must provide the following services free of charge (where appropriate) to **eligible customers who request it**:

- password schemes
- bills available in large print and braille as well as talking bills
- quarterly meter reading services (if no person occupying the premises is able to read the meter)
- having a prepayment meter moved to improve access
- bill nominee scheme
- priority in an emergency (this could include providing alternative heating and cooking facilities in the event of supply disconnection).

Suppliers are prohibited from disconnecting a premises occupied by a customer eligible for the PSR during the winter months (1 October - 31 March).

See overleaf for a list of contact numbers for the Priority Service Register in each of the Big Six suppliers.



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**Contact details:**

British Gas, including Scottish Gas (Home Energy Care)

Tel: **0800 072 8625**

Textphone: **18001 0845 955 5202**

Web: [www.britishgas.co.uk](http://www.britishgas.co.uk)

ScottishPower (Care Free)

Tel: **0845 2700 700**

Web: [www.scottishpower.co.uk](http://www.scottishpower.co.uk)

EDF Energy

Tel: **0800 169 9970**

Web: [www.edfenergy.com](http://www.edfenergy.com)

E.ON (Caring Energy)

Tel: **0800 096 3080**

Web: [www.eon-uk.com](http://www.eon-uk.com)

Scottish and Southern Energy, including Scottish Hydro (Careline)

Tel: **0800 622 838**

Textphone: **0800 622 839**

Web: [www.southern-electric.co.uk](http://www.southern-electric.co.uk)

npower Warm Response Service

Tel: **0808 172 6999**

Textphone: **0800 413 016**

Web: [www.npower.com](http://www.npower.com)



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### Funds/Foundations/Trusts

Some energy companies have trust funds which aim to help customers who are in debt, or which may fund projects which provide support for the fuel poor .

#### E.ON

The E.ON CaringEnergy Fund aims to assist E.ON customers who are living in low income households (a household income of less than £16,040 pa and savings below £8,000).

The E.ON CaringEnergy Fund can offer the following assistance to successful applicants:

- payments in full or part to cover the cost of repairing or installing heating measures
- payments in full or part to cover the cost of essential household appliances.

Call on Freephone **0800 051 1480**. Lines open Monday to Friday 8am-6pm.

#### British Gas & Scottish Gas

All customers of British Gas and Scottish Gas with current debt are able to apply to the British Gas Energy Trust Fund. The British Gas Energy Trust offers two types of grant:

- 1) Grants to clear arrears on domestic gas/electricity bills
- 2) To clear arrears of other essential domestic bills or purchase of essential household items.

Download a form/complete online or phone to request a form

Website: [www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk)  
 Online Form: [www.charisonline.co.uk/bgget/](http://www.charisonline.co.uk/bgget/)  
 Application Request Number: **01733 421060**

#### EDF Energy

All customers of EDF Energy with current debt are able to apply to the EDF Energy Trust Fund. The EDF Energy Trust offers two types of grant:

- 1) To clear gas or electricity debt
- 2) To help with other essential household bills and appliance purchases

Download a form/complete a form online or phone to request a form

Website: [www.edfenergytrust.org.uk](http://www.edfenergytrust.org.uk)  
 Online Form: [www.charisonline.co.uk/edfet/](http://www.charisonline.co.uk/edfet/)  
 Application Request Number: **01733 421060**

#### npower

npower's Energy Trust may provide one-off payments (Further Assistance Payments) for household bills, energy arrears or essential household appliances.

Download a form/complete a form online or phone to request a form

Website: [www.npowerenergytrust.org.uk](http://www.npowerenergytrust.org.uk)  
 Online form: [npet@charisgrants.com](mailto:npet@charisgrants.com)  
 Application Request Number: **01733 421060**



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**Scottish and Southern Energy/Scottish Hydro**

No specific scheme available for individual consumers. The website includes information on the support services available.

Website: [www.hydro.co.uk/helpandadvice](http://www.hydro.co.uk/helpandadvice)

**ScottishPower**

No specific scheme available for individual consumers. Not-for-profit organisations can apply for funding to provide support for those in fuel poverty. Priority is given to projects aimed at helping families with young children.

Apply via website or phone to request a form

Website: [www.energypeopletrust.com](http://www.energypeopletrust.com)

Application Request Number: **0141 568 3492**



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## Home Heat Helpline

The Home Heat Helpline is a free, central phone number offering practical advice for people concerned about paying their energy bills. The Helpline is staffed by specially trained advisors. In addition to providing support for individuals, the Helpline handles calls from care professionals, community workers and from organisations such as the Citizens Advice Bureau and housing providers.

Call the Helpline on **0800 33 66 99** or, for the hard of hearing, on **minicom 0800 027 2122**. The Home Heat Helpline has access to an interpreting service.

Open 9am-8pm Monday-Friday and 10am-2pm Saturday.

It also offers an online enquiry service: [www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk)

Home Heat Helpline is a free national service to help electricity and gas customers who are considered to be vulnerable. It is funded by the energy companies and is aimed particularly at those who:

- are of pensionable age
- have young children and are on a low income, or
- are disabled or have a long-term health condition.

The helpline may be able to help customers by:

- identifying ways to save energy
- explaining how to access reduced and social tariffs
- helping with applications for grants for free home insulation
- enabling them to join the Priority Service Register
- helping agree a flexible payment option for those who have fallen behind on bill payment
- carrying out a benefit entitlement check
- providing a disconnection safety net to ensure that no vulnerable customer will be knowingly disconnected, even if they are unable to pay their bill.

**0800 33 66 99**



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# Energy Action Scotland Advisors Toolkit

## Chapter IV. Sources of help and funding

### C. OTHER SOURCES OF HELP



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### Other Sources of Help and Advice

- **Consumer Direct**  
**08454 04 05 06**

Provides independent help and advice to energy customers.

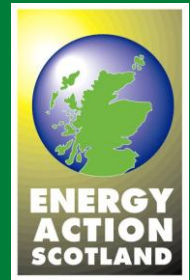
Also, Consumer Focus hosts an **Ask the Adviser** service. This service provides real-time responses to front line staff to help them deal with clients' energy issues. Phone **0844 980 0041** during office hours.

Consumer Focus maintains a **Knowledge Base**, designed to help outside agencies dealing with energy issues. The Knowledge Base site provides access to a FAQ section and a range of advice leaflets. Questions submitted will receive an expert response. Select partners login option at [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk) (username – **Adviceprovider**, password – **Info4you**).

- **Home Energy Scotland Hotline**  
**0800 512 012**  
Offers free, impartial energy advice as well as information on the **Energy Assistance Package** and other energy saving grants and schemes.
- **Home Heat Helpline**  
**0800 33 66 99**  
Provides free, practical energy advice for people concerned about paying their gas and electricity bills.
- **Citizens Advice Bureaux**  
Offer free impartial advice on a wide range of subjects including benefits, debt and money advice and consumer issues.

An online advice service is available at [www.adviceguide.org.uk](http://www.adviceguide.org.uk). For general information on Citizens Advice Scotland and to locate the nearest Bureau see [www.cas.org.uk](http://www.cas.org.uk)

- **National Debtline**  
**0808 808 4000**  
Offers free, confidential and independent advice on ways to deal with debts.
- **NHS 24**  
**08454 24 24 24**  
Provides information on health issues.  
Information can also be found at [www.nhs24.com](http://www.nhs24.com)
- **Solid Fuel Association**  
**0845 601 4406**  
For tips on saving energy and advice on open fires and solid fuel central heating systems.



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- Jobcentre Plus**  
**0800 055 6688**  
 Provide information and support on a range of benefits, including Cold Weather Payments.
- Winter Fuel Allowance Helpline**  
**08459 15 15 15**  
 Provides information on the Winter Fuel Allowance
- Energy Saving Trust**  
**0800 512 012**  
 A network of advice centres which provide free, independent and local energy saving advice to householders. In Scotland the same organisation provides advice on the Energy Assistance Package and other grants or loans available to householders through the same hotline.  
[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)
- Macmillan Cancer Support**  
**0808 808 00 00**  
 Provides up-to-date information on cancer for patients, relatives and carers, including financial support.  
[www.macmillan.org.uk](http://www.macmillan.org.uk)
- Age Scotland**  
**0845 125 9732**  
 The Scottish Helpline for Older People helps older people and those who care for or work with older people to find an answer to questions about community care, tax, pensions, benefits or any other issue.  
[www.agescotland.org.uk](http://www.agescotland.org.uk)

**Main Customer Service Phone Numbers for the Big Six Suppliers**

<b>ScottishPower</b>	<b>0845 270 0700</b>
<b>EDF Energy</b>	<b>0800 096 9000</b>
<b>Scottish Gas</b>	<b>0800 048 0202</b>
<b>E.ON</b>	<b>0845 301 5793</b>
<b>Scottish Hydro Electric</b>	<b>0800 223 377</b>
<b>npower</b>	<b>0800 316 2604</b>



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