

Fuel Poverty & Energy Efficiency Service



*John was referred to our service from a social housing provider due to a total of £549 unpaid standing charges on their electric pre-payment meter. Trevor, our Advisor, liaised with the Neighbourhood officer to arrange a home visit with the tenant.

Support Offered

At the home visit, Trevor, identified that John had not been connected to his electricity supply for over six years. £549 of energy debt had built up. John had stopped topping the meter up due to ill health because it was difficult to bend down and insert the electric key. With no electricity supply, John was living by candlelight which raised health and wellbeing concerns.

Trevor negotiated with the energy supplier to get the charges completely removed and have £10 pounds of credit added. He also explained how pre-payment meters worked and the need to top them up on a regular basis. He arranged for the pre-payment meter to be changed to a smart pre-pay meter. John no longer has to physically insert the key into the meter. Once topped up at a pay-point, the credit is remotely downloaded to the smart meter.

“The Smart Meter is great, I no longer have to bend down to top up the meter”

Key Outcomes Achieved:

Pre-payment meter removed and smart meter installed

Budgeting & money advice provided

Improved health & wellbeing due to re-connection of electricity

£549 of energy debt written off

£140 Warm homes discount claimed

£10 of credit added to electricity bill