

Northern Powergrid Fuel Poverty Partnerships



We are committed to being a 'force for good' in the communities we serve across Yorkshire and the North East. Below is an overview of the partnerships we fund and the regions they are available in to help address fuel poverty.

Green Doctors



Our charity partners, the Green Doctors, provide specialist advice on how households can reduce their energy bills and make their homes more energy efficient. Our support funds 950 home visits each year as well as energy audits for public buildings and SMEs, and workshops for local authorities and community groups on fuel poverty.

Green Doctors can provide advice on:

- Energy bills and fuel debt support
- Grants for boilers & insulation
- Heating systems & controls
- Reducing energy costs in the home
- Water bills & debt
- Damp/condensation/mould advice

Citizens Advice



As part of our partnership with Citizens Advice we fund specialist energy advisers who provide customers with support when it comes to changing their supplier, checking tariffs, solving billing issues and progressing concerns with their chosen energy supplier.

Help available includes helping customers to maximise their income through benefits and debt advice, reducing fuel debts by negotiating with creditors and securing financial assistance, helping customers to access increased support through the Warm Homes Discount, and reducing future energy costs by accessing support such as from Green Doctors.

North Yorkshire, West Yorkshire, South Yorkshire, Northumberland, Newcastle, Teesside, Gateshead

For further information or to arrange a free home visit or energy advice phone call contact:

07548 223758 or 07515 327185

GreenDoctorsNE@groundwork.org.uk

www.thegreendoctors.org

Leeds, Newcastle, Northumberland, Sheffield, Hull and East Riding

To contact a Citizens Advice 'Powergrid Care Advisor' or find out more about free energy advice clinics:

- Leeds and Newcastle - 0800 448 0721, citizensadviceleeds.org.uk/energy-online-enquiry/ and citizensadvice-newcastle.org.uk/self-referral
- Northumberland – 01670 33 97 49 or energy@citizensadvicenorthumberland.org.uk
- Hull and East Riding - 01482 226859 or energy@hull-eastridingcab.org.uk
- Sheffield - 0808 278 7820 or Getintouch@citizensadvicesheffield.org.uk

Further information is also available at: www.citizensadvice.org.uk/energy/



Energy Heroes



We fund a programme aimed at helping children understand where energy comes from, how it is used and how to save it. The programme uses a series of curriculum-based lessons and a school energy audit to engage pupils. Each lesson is centred on the development of pupils' data handling and problems solving skills.

Barnardo's



The Barnardo's team at Children and Families Newcastle East is delivering energy efficiency advice and support to families with children 0-19 years. The team holds drop ins for children and families, as well as offering one to one support.

Energy Saving Trust



We have initiated a new partnership with Energy Saving Trust, the UK's leading impartial organisation helping people to save energy and reduce carbon emissions, who are delivering advice over the phone for customers.

They can help customers with:

- Reducing energy use to save money on bills
- Finding other services that may offer free energy efficiency advice and support, including boiler upgrade schemes
- Saving water (especially if customers are on a water meter) and finding any social tariffs available to them
- Money management and debt advice
- Health and wellbeing advice.

Regionwide

Any schools interested in participating should email

forceforgood@northernpowergrid.com

Newcastle

Contact Rosie Dalton to find out more rosie.dalton@barnardos.org.uk or Byker Sands Centre on 0191 2759636 <https://www.barnardos.org.uk/>

South Yorkshire, North Lincolnshire and the Humber

Freephone: 0808 196 8256.

<https://energysavingtrust.org.uk/>



Energy Saving Trust App



In conjunction with the Energy Saving Trust, we have created an Energy Saving App which includes tips to help customers be energy efficient in every room in your house. It gives information on how much money you could save each year through simple changes like line drying rather than tumble drying your clothes in the summer (£35).

Fuel Bank Foundation



In partnership with other electricity and gas network companies we have committed a combined £575,000 fund to the Fuel Bank Foundation over two years to support households in a fuel crisis.

The fund will support 450 households struggling to top up prepayment meters. Fuel Bank Foundation will also provide additional ongoing support to help manage energy costs, working together to support families out of crisis and find better energy deals.

Utilita



We are working with Utilita on their two new Energy Hubs in Hartlepool and Huddersfield. People will be able to drop in and ask for energy advice, tariff checks and information on low carbon technologies.

Royal Association for Deaf People



We have partnered with the Royal Association for Deaf People who offer support to people with hearing loss and people who are deaf, to sign up to the Priority Services Membership.

They also offer advice on saving energy and water, debt advice and advice on how to apply for schemes that help with paying bills. They can run workshops or visit customers in their homes.

Regionwide

The app is free to download – just search 'Northern Powergrid' in the Apple or Google app stores.

Regionwide

<https://www.fuelbankfoundation.org/>

Hartlepool and Huddersfield

Regionwide

If you would like to contact them to arrange support, email or send a BSL [video to outreach@royaldeaf.org.uk](mailto:video.to.outreach@royaldeaf.org.uk).



Priority Services Membership

Our Priority Services Membership is a register of our most vulnerable customers which enables us to identify who requires additional support in the event of a power cut. Eligible customers include those who are medically dependant on electricity, of pensionable age, have specific communication needs, poor mobility, a serious illness or mental health care needs.

Being a priority services member does not mean a customer's electricity supply will be restored first or protected, it means that we will know what extra advice and support a customer may need, before, during or after a power cut so we can seek to provide additional assistance, wherever possible.

This can include regular updates either by call or text to keep them informed, a home visit from our partner, the British Red Cross, provision of hot meals, drinks and phone charging facilities and alternative accommodation if it is unsafe for them to stay at home. Members also receive a pack of information and direct-dial number to get through to our Priority Services team whenever they need.

Residents can register, or your team, a friend or family member can sign them up on their behalf, at: www.northernpowergrid.com/care or by calling 0800 169 2996.



For any further information about our partnerships please visit:

<https://www.northernpowergrid.com/force-for-good> or contact Michelle Cummings, Social Responsibility Manager, Northern Powergrid, on: michelle.cummings@northernpowergrid.com