

## **Helen Dean CCB (Connecting Communities in Berkshire) Home Energy Advice - details for practitioners supporting families**



Helen works for a charity – CCB, and delivers the CCB Family Home Energy Education and Advice Project, giving low-income families advice and information on how to reduce their gas and electricity bills.

Helen has worked with many families over the last six years to give personalised 1:1 advice on how they can save money on their gas and electricity bills.

The advice and information that Helen covers includes:

- How to compare costs and switch supplier to get the best deal and save money
- Claiming discounts available to families on low incomes, such as the Warm Home Discount of £140, and Thames Water Help
- What the energy companies are doing to help those during the Covid 19 pandemic, who are self-isolating
- Top tips on reducing energy usage at home
- Advice for those in debt, including trust funds that are available
- If appropriate where to get grants for insulation, and boiler improvements

Helen offers personalised 1:1 advice by phone or what's app call/whatever your preferred method of communication is, in a friendly and accepting way, and will follow up on advice after it's been given. Helen supports families in taking action for themselves.

*Families will have greater confidence and understanding on what to do to save money on their gas, electricity and water costs after a consultation with Helen.*

Families on low-incomes can save hundreds of pounds in a year by following the advice.

An example of how much you could save would be:

- £100-£200 per year through switching supplier
- £140 per year by claiming the Warm Home discount if you qualify
- £10- £80 per year through changing the way you use electricity and gas at home
- Half of your Water bill if you qualify for Water Help (typically £200)

### **Referring families – Telephone Support**

*Please refer families by emailing with phone details and email details for families, any useful details, and confirmation that they are expecting a call:*

[Helen.dean@ccberks.org.uk](mailto:Helen.dean@ccberks.org.uk)

*I will follow up the telephone advice with an email outlining the action they can take, and then I will call them to check what they have managed to do, and offer any additional support required*

*Please note that I normally work on a Tuesday and Thursday 9.30am to 4.30pm, however my hours often vary each week.*