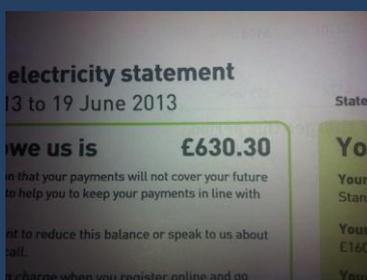


CASE STUDY

Energy Saving in Comrie

How a home visit helped with grant applications and bill reductions.



Background

Mrs C contacted the Energy Advisor at Comrie Development Trust concerned about her very high electricity bills.

She has electric storage heaters that are rarely used she also uses very little hot water but despite this her electricity bill was £1,142 in arrears and requiring an increase from £130 per month to £160 per month to cover it. She has some loft insulation, but her timber framed house made wall insulation difficult.

She wanted to know how to reduce her bills and make her house warmer and if there were any grants or help available to do so.

A visit from the Energy Advisor led to Mrs C saving at least £500 and having a much warmer home.

Help Available

The CDT Energy Advisor visited Mrs C and inspected the property; it was immediately obvious how difficult and costly it would be to heat this type of house. The fact that Mrs C is in receipt of a government pension and attendance allowance means that she would be eligible for some financial assistance.

The Energy Advisor contacted the Energy Saving Trust Scotland (EST) on Mrs C's behalf to start the application process and find out exactly what she was eligible for; noting areas where insulation, draught proofing and heating could be improved.

An advisor from EST visited Mrs C and discovered that the energy supplier had read Mrs C's meter incorrectly meaning she was overcharged by £512!! They organised for her bill to be amended and ensured she was on the cheapest tariff.

Mrs C was also leaving her electric storage heater on all night in the bedroom; however, she was advised to only have it coming on for short periods a few times a night to help with the heating cost.

She was referred to British Gas as part of their Energy Assistance Scheme to find out specific grants available to update her heating system and insulate her house. Mrs C could have had her heaters upgraded to more efficient ones, but chose not to due to the upheaval. She was happy with the changes to her bill and also the new methods of using her heating. She is having free increased insulation on her roof and implemented more draught proofing measures such as thick curtains around some of her doors.

There are many new government grants and schemes; finding the right one and going through the application process can be quite overwhelming and confusing. Having a local energy advisor acting as third party contact, making the phone calls and handling the process helped Mrs C find the technical and financial help she was entitled to without the hassle.

For further information please contact local energy advisor Naomi Clarke 07999585732