

The Wise Group
Scottish Power

Warm Home Discount

Industry Initiative

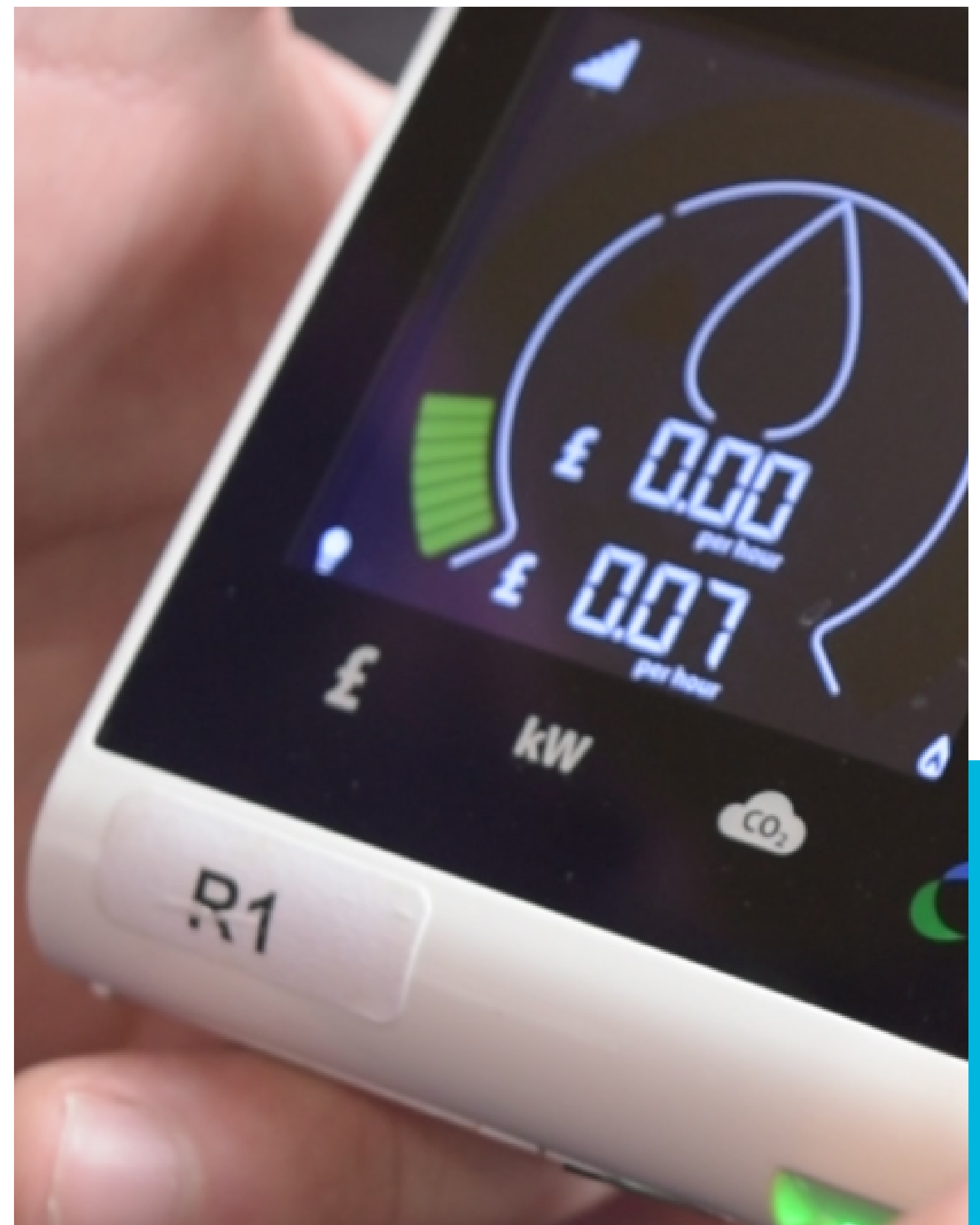
Who we are

The Wise Group is a leading social enterprise, building bridges to opportunities across Scotland and North East England.

We are building better lives, better communities and stronger businesses – and we don't do it alone. We work with a range of partners across all sections of society to make a real and lasting difference to the lives of thousands of people and families every year.

Energy advice and advocacy

Our Energy Advice and Advocacy services have a proven track record of helping customers to make a tangible reduction to fuel poverty.



Introduction

We currently have funding in place with ScottishPower Warm Home Discount Industry Initiative. The funding procured ensures that both our G.HEAT and i.HEAT services are sustained over a multi-year period through to March 2021 (Scheme Years 8, 9 and 10).

The funding allows HEAT (Home Energy Advice Team) to provide an inclusive service and to support households across tenure that are either in fuel fear, fuel poverty, in danger of fuel poverty or if they reside within an SIMD area.

We meet with ScottishPower on a monthly basis in order that we can carry out continuous review of our project outcomes throughout the funded year. This process is extremely effective and the support provided by ScottishPower has assisted HEAT to achieve funder outcomes.

Our home visit services involves the provision of tailored, in-depth support for households in fuel poor areas and drives behavioural change to enable customers to take control of their energy usage and reduce their bills on a sustainable basis.



Referring to our service



We have created a referring process to allow our community partners to identify, engage and refer their clients for our support.

Following a referral for our assistance, we will make contact with the customer to arrange a suitable date to call.

We will not make cold calls and will provide identification on every call.

Where required, we also offer a password scheme to our customers as a means of verbal identification.



Key outcomes for SY8

Total

Customers
receiving
successful income
maximisation
support

1,241

Estimated amount
of additional
income maximised

£204,458

Customers
receiving energy
advice

2,422

Customers
receiving energy
advice follow up

967

Key
outcomes
for SY8

Total

Estimated amount
of savings levered
from energy advice

£500,045

Customers
receiving energy
debt advice

247

Estimated amount
of energy debt
written off

£173,487

Referrals made for
energy efficiency
measures

47

Estimated amount
of savings levered
from implementing
measures

£224,895

Total household
savings accrued

£1,102,886

Case Study

Mrs D contacted G.HEAT as she was in arrears with two suppliers.

It was discovered that Mrs D did not live at the property, as she had moved to live with her daughter a year and a half previously. Mrs D's husband was diagnosed with Alzheimer's 11 years ago, and she was in the receipt of carers allowance for him.



Jim, the G.HEAT advisor who was working with Mrs D, contacted ScottishPower and discovered that the account was in arrears for **£2992.98**.

First, Jim had to get the account registered in Mrs D's husband's name, as the fact that her benefits were addressed to her daughter's address would cause difficulty when applying for support.

Once the account was changed over, Jim made an application to the ScottishPower hardship fund - which was successful and meant the account received **£2992.67 of credit**.

Thanks to Jim's support, Mrs D's husband's quality of life has greatly improved and he is now able to heat his home at a more comfortable level. Mrs D no longer has to worry about being in debt, and the stress of paying this off has been removed, and a weight lifted from both of their shoulders.



w i s e g r o u p

 HEAT Services

www.thewisegroup.co.uk