



**HEALTHY  
HOUSING**  
Service



## Healthy Housing Case Study: Winter 2017

### Mrs Barrett

Energy Switching, Priority Services Register, Benefits Check, Referred to Warm Homes on Prescription

**“I have to keep my boiler on constantly to keep my house warm which was costing a fortune - I am so happy to make such a big saving. It was also great they could help in other ways too”**



### Background

Mrs. Barrett lives in a cavity-wall detached property in Nottinghamshire with an old back boiler. Mrs. Barrett suffers from respiratory illnesses that can be made worse by living in a cold home. Therefore it is vital to make sure every measure is taken to keep her home warm.

### NNHHS Help is at Hand

Mrs. Barrett had booked into an energy switching drop-in session run by the Healthy Housing Service at her local Citizens Advice Bureau. Richard & Ellie from the Healthy Housing Service used her recent energy bills to carry out an independent energy comparison to check if she could get a better deal for her gas and electricity. In addition, they carried out an assessment to check her eligibility for other services.

### Energy Switch

Mrs. Barrett explained that she had a very old back boiler, which she kept on all the time during the winter to stop her house from becoming cold as her illness can become worse. She is therefore classed as a 'high' gas user and was spending around £140 a month to keep her home sufficiently warm. After carrying out the independent energy comparison, it was found she could make a substantial saving by switching to Economy Energy which Richard & Ellie could facilitate for her.

### Priority Services Register

As Mrs. Barrett is of a pensionable age and suffers from long term health conditions, she is eligible for Western Power Distributions Priority Services Register which she was also registered for at the event. Therefore, if there are any planned power cuts for the area she will be given advance notice and in the event of an unplanned power cut, her supply will be put on as a matter of urgency. She will also receive a special number to phone in the event of an unplanned power cut.



## Warm Homes on Prescription & Benefits Check

The Healthy Housing service work closely with local councils who have funding to help vulnerable clients who live in cold homes. Mrs. Barrett was therefore referred to the Warm Homes on Prescription scheme to see if they were able to help her with updating her very old inefficient boiler as well as insulation measures. She was also referred to receive a benefits check because she is on a low income.

### Health & Financial Benefits

Mrs. Barrett has respiratory issues that are made worse by living in a cold home. Staying warm is very important to avoid her health issues worsening. After switching energy supplier she can be happy knowing she is paying the right amount for her energy and no longer has to worry about such big bills. If there is a power cut in the area she now has peace of mind knowing that she will be given priority help.

### Money Saved

Mrs. Barrett was paying around £140 a month to First Utility for her gas and electricity, after switching, she saved **£606 a year** by switching to Economy Energy. Therefore allowing her to make a saving of more than £50 a month. And potentially, when her boiler is replaced with an A rated boiler, she will receive a grant of approximately £1900 to install it and make further savings of £260 off her annual gas bill.

