



**HEALTHY
HOUSING
Service**



Case Study

March 2020

Clifton, Nottinghamshire



'I wasn't really aware of other options [energy tariffs] as I don't use the internet; I was able to access savings thanks to the Healthy Housing Service'

Mr C



Npower ECO3 Boiler Replacement saving £1600



Priority services register



Notts Switch, Save, Smile 2020 - annual £240 saving



£140 Warm Home Discount



Grant funded by: Npower's ECO3 Scheme

Background

Mr and Mrs C have lived in their 3 bedroom home in Clifton for over 30 years. Mr C suffers with Leukemia and his wife with Asthma, Arthritis and Knee problems. The couple had been experiencing problems with their boiler which had been leaking for three months and had recently become even worse, so a friend recommended the Healthy Housing Service. Mr C got in touch and spoke to our Project Support Officer, Jess, who completed a full Home Energy and Wellbeing Assessment over the phone.

How could the Healthy Housing Service help?

1. Npower ECO3 Boiler Replacement

Mr and Mrs C are in receipt of Income-Related Employment and Support Allowance, Carer's Allowance and Disability Living Allowance. These are all benefits which make them entitled to government funding for heating and insulation through 'ECO3'.

As the couple's boiler was still functioning and was over 8 years old, they were eligible to get a grant towards a replacement through Npower's ECO3 scheme. Jess referred them and Npower got in touch to arrange a survey and a quote. Their brand new, A-rated combi boiler was installed on 27th March 2020, and Mr C paid just £1,900.

2. Western Power Distribution's Priority Service Register

The Healthy Housing Service was also able to add Mr and Mrs C to the Priority Service Register, a free service run by the Distribution Network Operator for the Midlands, Western Power Distribution. Those over 60 or those with chronic health problems are eligible to register for support in the event of a power cut.

Support available includes advanced notice of any planned electricity interruptions, regular call backs in the event of an unplanned power cut and even a visit from the British Red Cross with hot food and drinks if needed.



3. Warm Home Discount

Jess informed Mr C that he may well be eligible for the Warm Home Discount, a £140 discount off his electricity bill awarded over the winter period. Those in receipt of a means-tested benefit or on a low income are generally eligible, although each Energy supplier sets their own criteria for who can receive it. The Healthy Housing Service will get in contact with Mr C when applications open in the summer and will help him to apply.



Health and Financial Benefits:

Mr C was quoted £3,500 from a private company to replace his faulty boiler – he was able to save £1600 thanks to a grant towards his new boiler through the Npower ECO3 scheme. The new A-rated boiler will be more energy efficient than his old one, saving him money off his heating bill. Mr C switched to a cheaper deal on his Gas and Electricity offered by auction winner Together Energy, through the 'Notts Switch, Save, Smile' Collective Switching Campaign. He will save £240 off his annual energy bill!

What's more, if he is successful in his application for the Warm Home Discount, he can look forward to a further £140 rebate off his electricity bill this coming winter. Finally, Mr and Mrs C can rest assured that, now on the Priority Service Register, they will be looked after by Western Power Distribution in the event of a power cut.

By coming through Nottinghamshire Healthy Housing service Mr & Mrs C have saved £1,980 this year alone, and will continue to see savings on their bills for years to come.

What Mr C thinks of the service?

'My contribution [towards the new boiler] was reasonable, I feel it was very fair for a good boiler, good quality'

'The boiler comes on and heats up much quicker now; it has definitely improved our quality of life'

'I was shown how to use the boiler programmer effectively by the installers in order to reduce the amount of time my boiler is on'

Could you be eligible for a home insulation or boiler grant?

Contact Nottinghamshire Healthy Housing Team:

-  **0115 985 3009**
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-  **www.healthy-housing-service.com**

The Nottinghamshire Healthy Housing Service is funded by:

