



**HEALTHY  
HOUSING  
Service**



# Case Study

July 2020

Hucknall, Nottinghamshire

“The new cooker is great! Your work is absolutely outstanding, the things you’ve done for me, I’m very pleased.”  
Mr S

- ✓ Severn Trent Trust Fund
- ✓ Energy Tariff Comparison
- ✓ £140 Warm Home Discount
- ✓ WPD’s Priority Service Register



Grant funded by: Severn Trent Trust Fund

## Background

Mr S has lived in his 3 bedroom mid-terrace home in Hucknall for over 25 years. He suffered a stroke two years ago and now struggles with mobility. Mr S was referred to the Healthy Housing Service by the Nottinghamshire Fire and Rescue Service for energy advice. Our Customer Service Advisor Sophie gave Mr S a call to see how we might be able to help him. She completed a full Home Energy and Wellbeing Assessment with Mr S over the phone.

## How could the Healthy Housing Service help?

### Severn Trent Trust Fund

Mr S informed Sophie that his oven had been broken for months and he couldn’t afford to replace it. Sophie applied to the Severn Trent Trust Fund for a grant. The Severn Trent Trust Fund provides grants to Severn Trent customers for carpets, white goods, and to clear utility bill arrears. Sophie’s application was successful and Mr S’s brand new Whirlpool oven will be installed in July 2020.

### Energy Tariff Comparison

The Healthy Housing Service will contact Mr S again in November 2020 when his current energy tariff ends to complete a tariff comparison for him. Comparing energy tariffs allows you to shop around to find the cheapest energy deal for you, and allows you to choose energy suppliers according to your preference, such as those with good customer service or those that produce renewable energy. According to Money Saving Expert, the average household can save £350 off their annual energy bill by switching supplier!\* Call the Healthy Housing Service on 0115 9853009 to find out more.

\* <https://www.moneysavingexpert.com/utilities/you-switch-gas-electricity-variant/>

## £140 Warm Home Discount

As Mr S receives a means-tested benefit, he is eligible to apply for the Warm Home Discount. This is a £140 rebate on your electricity bill awarded between September and March by your energy supplier. Those with both standard credit meters and prepayment meters are eligible to apply. Online and telephone applications for the Warm Homes Discount generally open in August, so the Healthy Housing Service will contact Mr S then to apply on his behalf.



## Western Power Distribution's Priority Service Register

The Healthy Housing Service was also able to add Mr S 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.

## Health and Financial Benefits:

Mr S wouldn't have been able to afford a new oven without the grant from the Severn Trent Trust Fund; he will soon be able to enjoy a proper oven-cooked meal again. Now on the Priority Service Register, in the event of an electrical power cut, he will be supported until his power comes back on. Thanks to the Warm Home Discount, Mr S will not have to worry about his winter heating bill, and he can rest assured that he will be kept on the cheapest tariff when we contact him in November to do an tariff comparison.

## What Mr S thought of the Healthy Housing Service

**“The new cooker is great! Your work is absolutely outstanding, the things you've done for me, I'm very pleased.”**

**“I would recommend you without a doubt, special thanks to Lucy and Sophie for their help”**

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

Contact Nottinghamshire Healthy Housing Team:

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

The Nottinghamshire Healthy Housing Service is funded by:



**Nottinghamshire  
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