



Case Study

December 2022

Mrs H

Ashfield, Nottinghamshire

Background

Mrs H is a social housing tenant with Ashfield Council, she has been living in her 1 bed bungalow for 10 years. She suffers from early onset dementia, diabetes, and has mobility issues.

Mrs H got in contact with Nottingham Energy Partnership after her neighbour had received some free energy saving measures.

Services

1. National Grid's Priority Services Register (PSR)

Due to her existing health conditions, Mrs H relies on her fridge to keep her medication at the correct temperature. She also uses an electric reclining chair.

Power Up Health team member Nicola was able to support her with sign up to National Grid's PSR.

This service ensures that vulnerable homes receive advanced warning of planned electricity interruptions, are prioritised for reconnection during powercuts, and are given other priority information or support as necessary.



- ✓ Signup to Priority Service Register
- ✓ Signup to Severn Trent Big Difference
- ✓ FREE Solar PV via Green Grants Scheme

2. Severn Trent Big Difference

Mrs H expressed an interest in saving money on her bills, our Project Support Officer Tracey was able to assist her by making an application to the Severn Trent Big Difference scheme.

Due to her low income, the Big Difference scheme was able to cover the cost for Mrs H's water bill.

She is already feeling the benefit from this, telling us she's been able to keep food in the house without feeling the pinch.

3. Green Grants Solar PV

Having both a low income and a poor EPC rating, Tracey found Mrs H was eligible for the Green Grants scheme, where she received free Solar PV worth £6,000. The panels also help to save her an average of £365 on her bills every year.

What did Mrs H think of the scheme?

"I'm really pleased with the service, the process has been simple and straightforward"

"Being on the PSR has given me peace of mind in the event of a power cut"