**Energy Advice Programme (November 2019)**

**Information needed from client**

1. How many people in the household?
2. How many dependents?
3. Age of Dependents?
4. What are the monthly household energy bills?
5. How many vehicles in household?
6. What is the household monthly income?
7. What is the INDIVIDUAL monthly income level?
8. Total priority debt amount?
9. Total number of priority debts?
10. Total non-priority debt amount?
11. Total number of non-priority debts?
12. Health condition
13. Benefits

**Research**

### [Switch energy supplier](https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/get-a-better-energy-deal/switching-energy-supplier/)

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/get-a-better-energy-deal/switching-energy-supplier/>

<https://energycompare.citizensadvice.org.uk/>

**Winter Fuel Payment**

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/#h-winter-fuel-payment>

**Warm Home Discount**

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/#h-warm-home-discount-scheme>

<https://www.gov.uk/the-warm-home-discount-scheme>

**Cold Weather Payment**

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/#h-cold-weather-payments>

**Priority Services Register**

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/get-help-paying-your-bills/getting-extra-support-from-your-energy-supplier/>

**Grants to help pay off your energy debts**

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/#h--a-name-grants_to_help_pay_energy_debts-a-grants-to-help-pay-off-your-energy-debts>

<https://www.simpleenergyadvice.org.uk/grants>

**Energy efficiency measures**

<https://www.gov.uk/improve-energy-efficiency>

**Benefit entitlement checks**

**Use CAB QBC calculator or**

<https://www.entitledto.co.uk/benefits-calculator/Intro/Home?cid=01c7bf4d-3c3e-4457-9952-7225a2fe9028>

<https://benefits-calculator.turn2us.org.uk/AboutYou>

**Complaints or customer service**

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/complain-about-an-energy-company/complain-to-your-energy-supplier/>

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/complain-about-an-energy-company/letter-to-complain-to-your-energy-supplier/>

<https://www.citizensadvice.org.uk/advisernet/consumer/energy/energy-supply/complain-about-an-energy-company/complain-to-the-energy-ombudsman/>

**Other Information Sources**

<https://www.simpleenergyadvice.org.uk/>

<https://docs.google.com/presentation/d/e/2PACX-1vTSZ5hWjpsya1hBsbxQRfUC2YnuKHzbJk20FDfsJlz3iVBVGLtCLnyRGv7WqYrNbKrA2jcpqpYU16KM/pub?start=false&loop=false&delayms=3000&slide=id.g40bfee8543_0_281>

**Advice Issue code(s)**

<https://docs.google.com/document/d/1t_VtINLEg89TA9Wo8rFV3W8IDxr-J2wp7IIrsW_dM5I/edit>

**Case recording Guidance**

<https://docs.google.com/document/d/1ja2JsGCX-oJHK9cnLhLqGxAnUFI9hbEGuF-nq9F1fT8/edit>

**Consents**

<https://docs.google.com/document/d/1FjVlV4SreSxRrxMJovI6eI1-0-ItG_3HyhlsPiZZbfc/edit>

**Custom Questions**

## **EAP - Fuel Poverty**

The energy advice programme is targeted at clients that are in or at risk of fuel poverty.

Please complete this question to demonstrate this.

**Is the client fuel poor or at risk of fuel poverty?**

## **Energy Advice Programme - Referral**

**Who referred the client?**