A picture containing text, green, clipart

Description automatically generatedGreen Doctor Newsletter

August 2021

**Winter is coming! And so is a price increase in energy bills!**

A group of people playing in the snow

Description automatically generated with medium confidence

I know we should still have some summertime left but it feels that summer is behind us and that means that winter is not far away. I don’t want to seem all doom and gloom but it is important for many households to prepare for the winter. Whether this is simply deciding when to put the heating on or worrying about whether they have built up enough credit on the meters to get them through the worst of winter. For some people it can be as harrowing as deciding how many layers they are going to need to wear indoors in the coming months. There is also going to be an increase in energy prices on the 1st October so now is the time to make sure people are doing what they can to reduce their energy bills. There is the Warm Homes Discount scheme (gives eligible households £140 discount of their electric bill) which starts in October but some energy providers are opening applications for it now so it’s worth checking as energy suppliers that are providing the scheme only have a limited number of discounts to give.

A red sign with white writing on it

Description automatically generated with medium confidence

**Do you think your Community could benefit from Green Doctor advice?**

Do you know of anyone who could benefit from the Green Doctor advice? Do you have any community events happening near you that could benefit from Green Doctor advice? If so, contact Mike on the details at the end of the newsletter and he’ll be happy to discuss how we can help.

**Good news story**

Mrs S had been one of the unfortunate customers who were with Robin Hood Energy when it went into receivership and was, like thousands of people, transferred straight onto a British Gas tariff in November 2020. Unfortunately, when this was done, no meter readings were taken as Mrs S struggles to get to the meters due to her health issues. Because of this and the lack of final meter readings being taken by Robin Hood Energy, Mrs S’s electricity and gas bills have been estimated since starting with British Gas but her gas bills were also estimated with Robin Hood Energy. This meant that her £70 a month payment (£840 a year) that had been set in place with Robin Hood Energy and continued on with British Gas wasn’t coming close to her annual estimated usage of £1324 per year for gas and £1342 a year for electricity! Mrs S contacted the Green Doctor service and Mike went out to her home, reviewed her situation and then contacted British Gas alongside Mrs S and ensured that they re-calculated their estimated figures to bring them closer to her actual usage. Mike then agreed with Mrs S what a suitable amount would be that she could afford and arranged for that to be put in place with British Gas. Mike then ensured that British Gas put in the application for Mrs S’s Warm Home Discount and installed some low energy lightbulbs.

**Yet another good news story!**

Text

Description automatically generated with medium confidenceMiss K had a phone conversation with Mike at the beginning of the year and he helped her to apply for the Warm Home Discount, advised her of the Big Difference scheme and gave her advice about how best to use her heating and hot water system and advice about keeping the moisture levels down to reduce the mould growth she had in a couple of the rooms. On her follow up visit this month she informed Mike that she received the £140 discount on her bill and has applied again for it this year. She also applied and received acceptance into the Big Difference Scheme and now has saved around £180 on her water bill and after having applied the energy saving methods discussed she has noticed a dramatic change in her bills. Mike then installed some energy saving bulbs to help her save even more!

**Current Service**

We are now providing either in home visits or a phone consultation service depending on people’s requirements. These are some of the free services we offer when someone signs up for a Green Doctor consultation:-

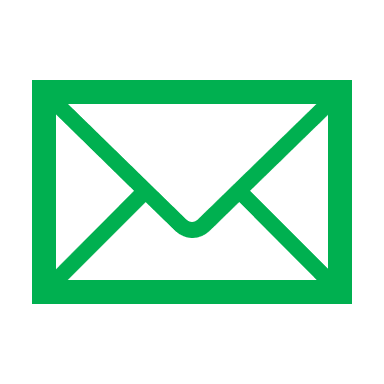
* Identifying causes of heat loss in the home
* Helping identify and tackle damp or mould problems
* Offering useful tips for saving energy and water whilst ensuring your home stays safe and comfortable
* Installing small energy and water efficiency measures, such as draft excluders
* Supporting you to switch energy providers to save money
* Supporting you to access other support, such as emergency heating, government subsidies or grants, advice on energy or water debt.

**If you would like to know more about the service or make a referral, please use one of the following ways:**

 07771 362 853 (Mike)



<https://www.groundwork.org.uk/projects/green-doctor-2/>



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<https://www.facebook.com/GreenDoctorNottingham>