



ALIENERGY

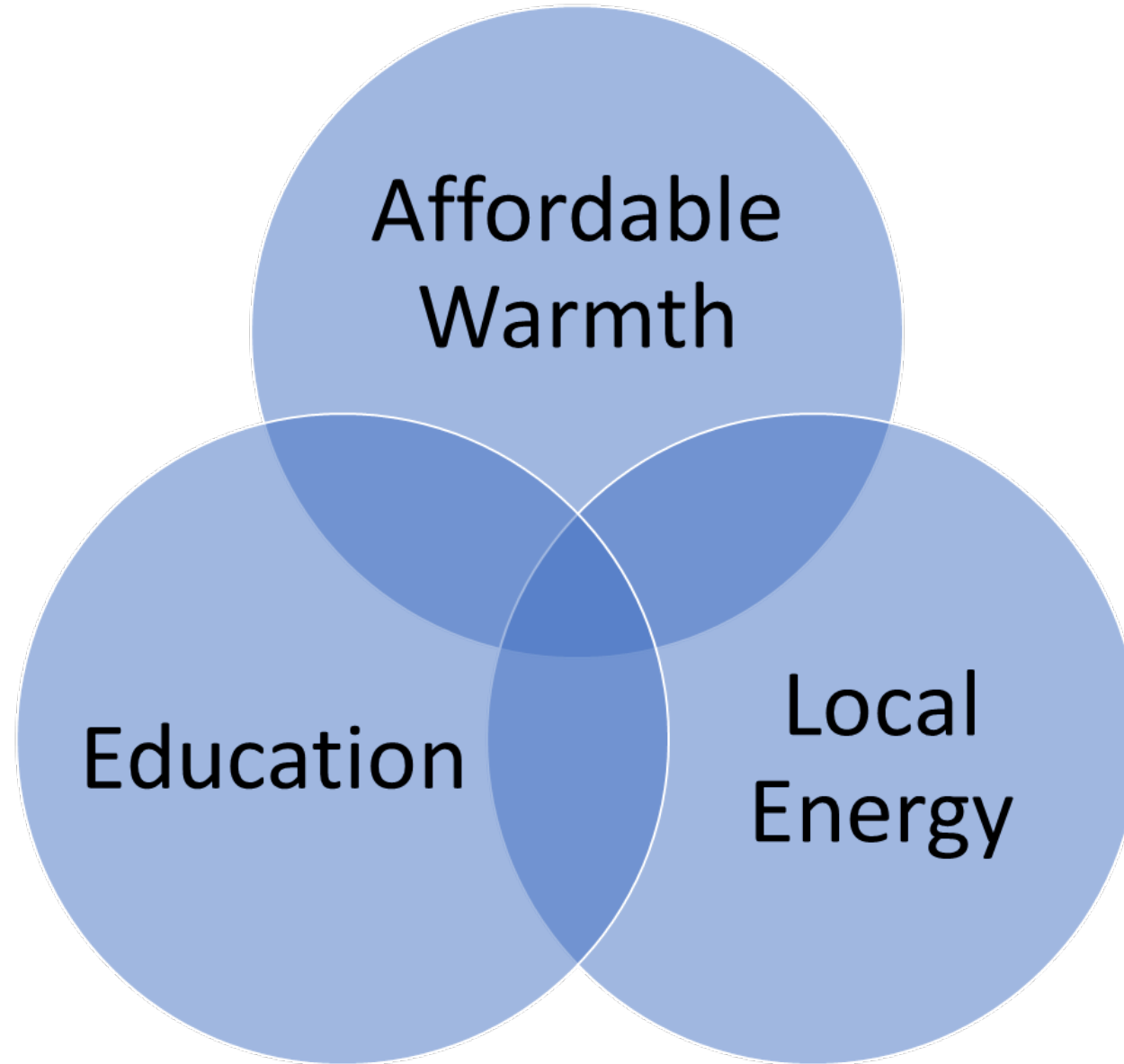
Argyll, Lomond & the Islands Energy Agency

ALlenergy Affordable Warmth Service

Lynda Mitchell

AlIenergy - Quick Overview

- Regional Energy Agency, West of Scotland
- Registered charity, embedded in local community
- Established 2000, currently 12 staff
- Aiming to promote sustainable energy and address fuel poverty
- Working on Affordable Warmth, Education, and Local Energy Projects
- Based in Oban, Argyll and Bute, Scotland



Alienergy Team

Manager – Lynda Mitchell



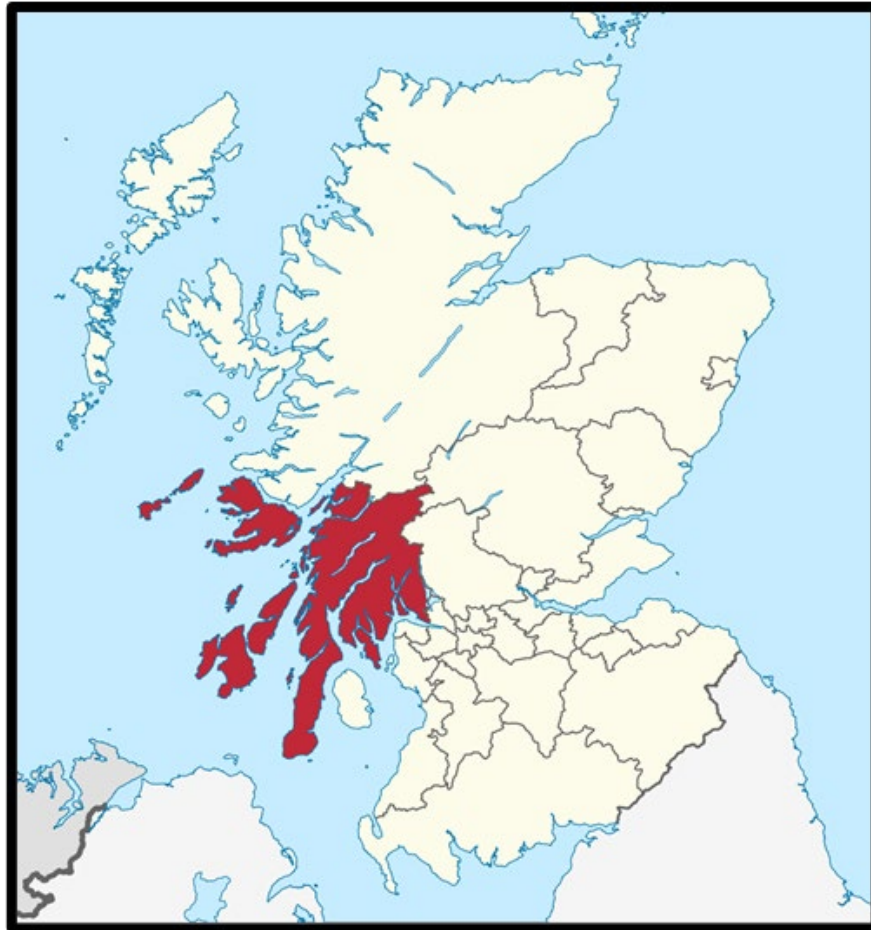
Deputy Manager and Affordable Warmth Team Leader – Rachel McNicol



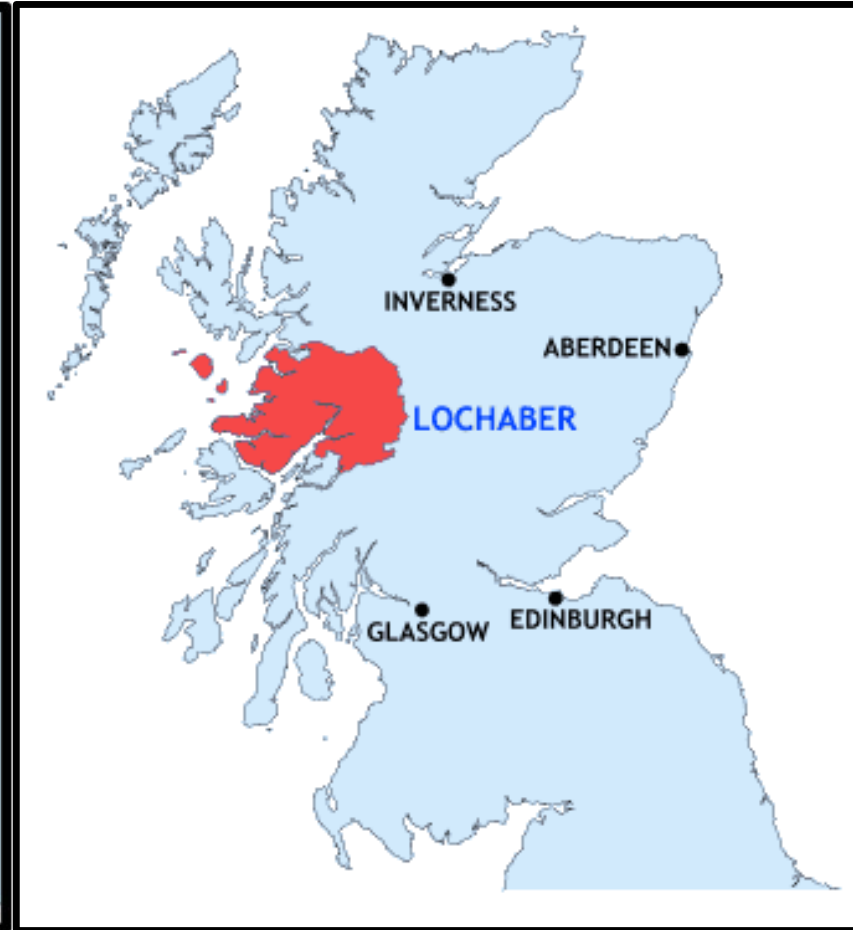
Advisors– Jenny McLeish, Georgie Thomas, Caroline Cuddihy, Elizabeth Wright, Katie Evamy



Areas covered by ALIenergy's Affordable Warmth Advice Service



Argyll and Bute
~80,000 people
6,910 square km

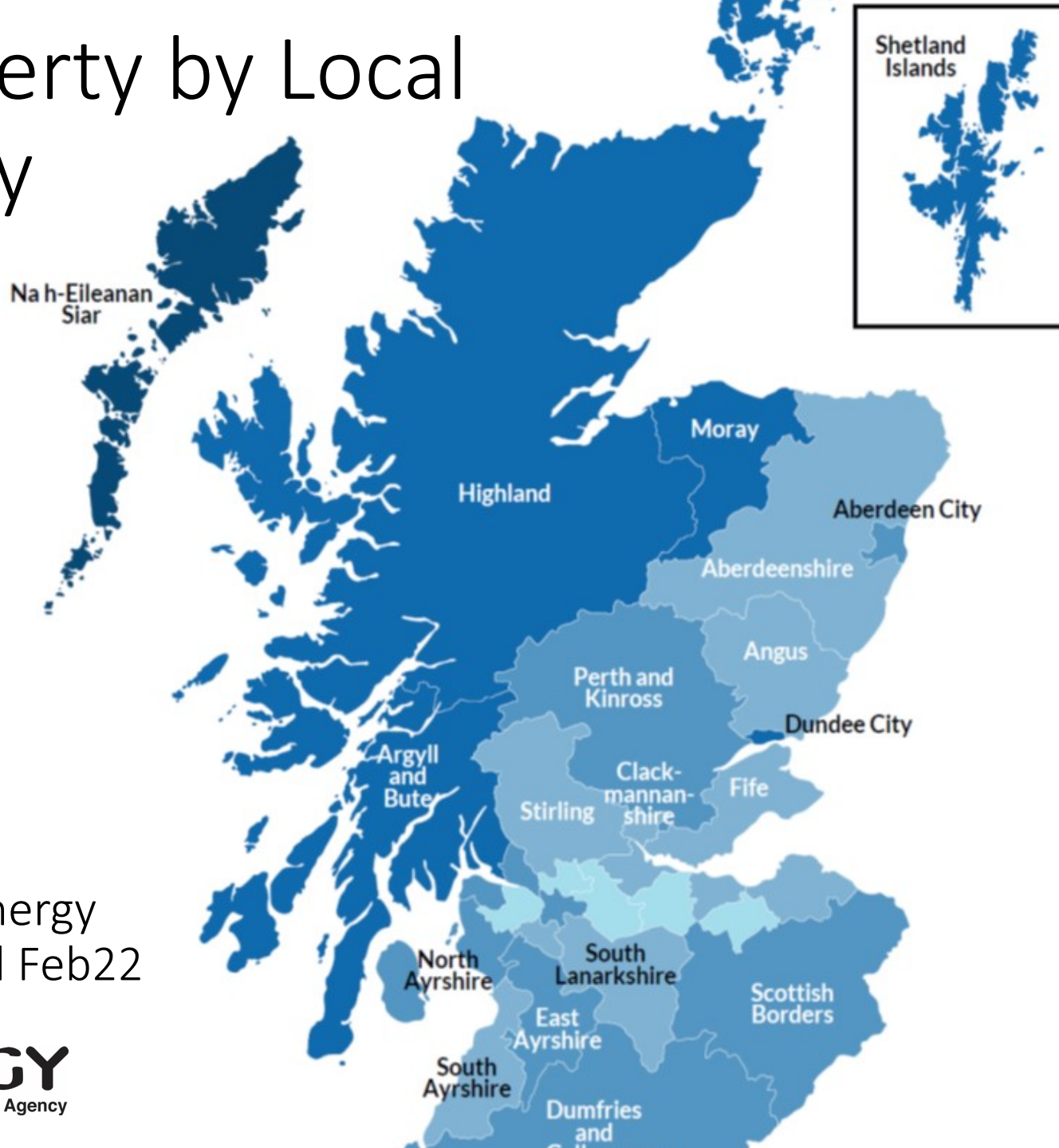


Lochaber
~20,000 people
4,400 square km

Fuel Poverty in Scotland – the Statistics

- The latest full regional Scottish Government statistics are from SHCS 2019. Adverse effect of pandemic and recent energy price crisis not yet quantified.
- In Scotland as a whole, one in four households was in fuel poverty, and one in eight in extreme fuel poverty. Far worse in remote rural areas - here, fuel poverty affected 43% of households and extreme fuel poverty, 33%. We were already facing a crisis of fuel poverty.
- Why? It's cold and dark. Housing is poorly insulated. Rural areas tend to have elderly demographics, low incomes, and mains gas is often not available. Electric heating can be 3-4 times more expensive per kWh than gas.
- The situation is now clearly worse due to the energy price crisis and other factors. April's energy price rises will see more than 40% of households in large parts of Scotland move into fuel poverty.
- Revised figures announced by the Scottish Government show that a further 211,000 households are likely to be living in fuel poverty in the coming months, an increase of more than 40% on 2019 figures.

Fuel Poverty by Local Authority



Na h-Eileanan Siar	57%
Highland	47%
Argyll and Bute	46%
Moray	46%
Dundee City	44%
Orkney Islands	44%
Shetland Islands	44%
Dumfries and Galloway	41%
Scottish Borders	41%
West Dunbartonshire	41%
Inverclyde	40%
North Ayrshire	40%
East Ayrshire	39%
Aberdeen City	37%
Glasgow City	36%
Perth and Kinross	36%
Aberdeenshire	34%
Clackmannanshire	34%
East Lothian	34%
Fife	34%
South Ayrshire	33%
Angus	31%
Falkirk	31%
Renfrewshire	31%

Fuel Poverty in Scotland – the Lived Experience

Fuel Poverty isn't always an elderly person sitting by the fire, it's:

- taking the free bus for a 2 hour round trip because it's warm
- grateful the kids are in school so they're warm and getting a hot lunch
- charging your phone and laptop at work because you only have £1 left in the meter at home
- sitting in the library reading or in the pub all day because it's warmer than home
- meeting friends in a cafe instead of inviting them around because of the dampness on the walls
- grateful the kids are going to their grannies for the night because they'll be warm when they fall asleep
- wearing dirty clothes because there's not enough money in the meter to put the washing machine on
- washing once a week at the swimming pool because there's no hot water at home
- staying in bed all day as it's the only place you feel warm
- having one hot meal a week because there's not enough gas/electricity to cook
- living in one room because it's too expensive to heat the whole house
- having to choose between heating or eating

Energy advice process includes...

- Receiving referrals from network of other frontline organisations, and taking direct enquiries
- Advising on heating systems in the home and using appliances more efficiently .
- Helping to understand energy bills to make sure the charge is accurate.
- Accessing UK energy supplier's Warm Home Discount (an electricity account credit for low income households).
- Registering householders to the UK Priority Service Register if they need extra help during a power cut, rely on electric medical equipment, or require additional support.
- Liaising with suppliers about complaints, fuel debt and payments; helping to raise complaints with the Energy Ombudsman.
- Accessing schemes to receive **free appliances**: energy efficient fridge freezer, cooker or washing machine.
- Showing someone how to read and understand their meter.
- Accessing **free vouchers** for electricity and gas pre-payment meters.
- Helping people set up online energy accounts to get better deals with their supplier.
- Helping to identify causes of dampness and condensation, and reduce the effect.
- Support for householders to compare and switch tariffs and meters to better suit their property, heating and circumstances.
- Helping to identify behaviour change in the home to save energy and money.
- Providing Cosy Kits with useful small items: hot water bottles, blankets, thermal socks, cold alarms, power cut information.
- Accessing funds for **bulk heating fuel** deliveries-coal, LPG, Oil, bottled gas, wood, etc.
- Access to funds for **energy debt relief** and help with **ongoing energy bills**.
- Helping to access Scottish Government funded heating replacements and subsidised insulation measures via HES.

Did you know...

If you are struggling to afford to heat your home, you are not alone.

Over 40% of households in rural Scotland have difficulty paying their heating bills.

Contact our Affordable Warmth Team for an appointment for free and friendly advice:

Email - enquiries@alienergy.org.uk

Telephone - 01631 565 183

**Grants—Bills—Suppliers and Tariffs—Insulation
Prepayment Meters—Smart Meters—Debt Relief
Fuel Vouchers—Appliances—Home Visits**

www.alienergy.org.uk

You can also contact us through Facebook and Twitter.

This project is funded by the Energy Industry Voluntary Redress Scheme
www.energyredress.org.uk.

Scottish Charity Registration: SC032495

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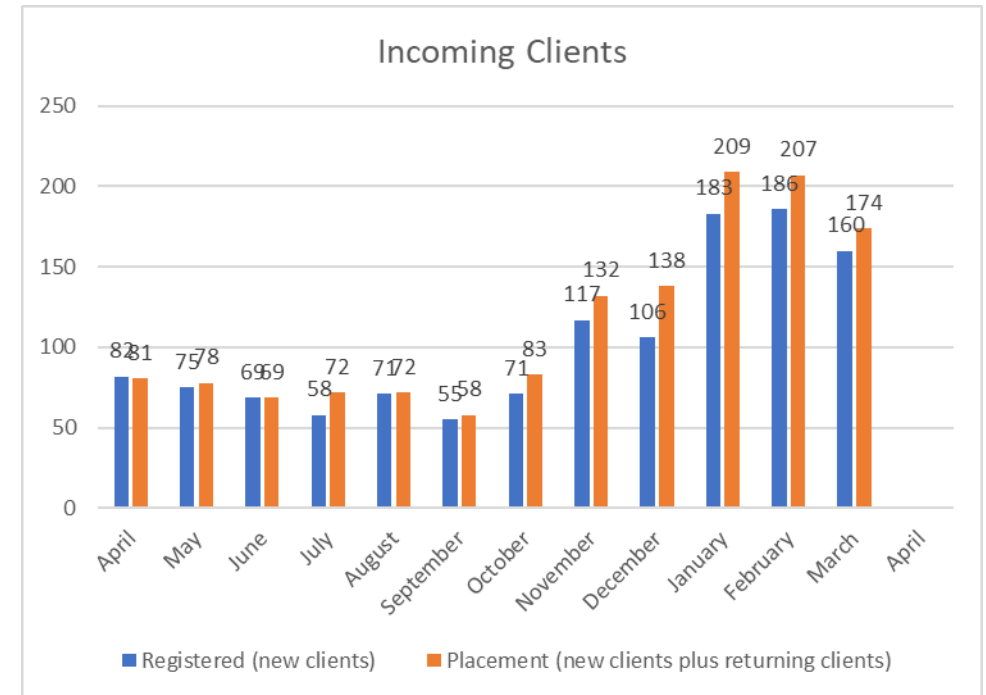
Argyll Energy Advice Service

**Free, confidential and impartial
home energy advice and support**



- Client numbers and demographics
- Immediate financial gains (cash payments, debt write-offs, fuel deliveries, electricity vouchers, appliances...)
- Value of insulation or renewable energy installations provided via HES
- Ongoing/future financial savings made through advice and interventions (such as energy efficiency improvements or behavioural changes)
- Value gained through onward referrals to any other providers (eg benefit checks).
- Health and wellbeing impacts survey.
- Estimate of carbon savings.

Measuring the Impacts



Immediate client financial gains

- **Fuel Bank Foundation:** Prepayment Meter Vouchers and bulk heating fuel deliveries can be accessed. In March 22 we issued 177 prepayment meter vouchers worth £49 each, making a quarterly total value of **£8,673**, supporting 214 adults and 142 children, who were close to or already using the emergency credit facility on their electric and/or gas meter, or had already self-disconnected. From the Fuel Bank Foundation Heat Fund in March, we secured 11 bulk heating fuel deliveries (oil, coal, firewood) worth around **£4,000** in total, direct to households who could not afford heating fuel deliveries.
- **Scottish Government Home Heating Support Fund** – Allenergy is a registered referral partner for this scheme which provides financial relief for energy debt and ongoing costs to energy consumers who are experiencing significant financial hardship regardless of the fuel or payment method used. This year's scheme opened in January and by 31/3/22 we secured client awards of at least **£45,000** in debt write off and contributions to ongoing costs.
- **Glasspool Trust** – Allenergy is a registered partner of the Glasspool Trust allowing access to funding for free white goods (cookers, washing machines, fridges, freezers) for low income households where an essential electrical appliance is missing, faulty, or very old and energy inefficient. 82 free appliances have been successfully applied for from the Glasspool charity since January 21, worth **£25,728** in total, to households where essential appliances were broken, missing, or very old and energy inefficient. That's a further 4 new ones in March.
- **Argyll and Bute Council Flexible Fund:** since this fund opened in October 21, we have made awards to 71 households in Argyll and Bute to the end of March, totalling **£18,988**. (A similar scheme with Lochaber Housing Association (Social Housing Heat Support Fund) started in January: we have given 28 awards totalling **£7000**).
- **Argyll and Bute Flexible Food Fund** - in partnership with Argyll & Bute Council, Community Foodbanks and Bute Advice Centre, which offers welfare and benefits advice alongside our affordable warmth advice. Since the scheme started in Jan21 we have engaged with 495 clients with a total overall estimated energy-related client gain of **£262,803**.

Contact: Lynda Mitchell

lynda@alienergy.org.uk

Referrals and client enquiries:

enquiries@alienergy.org.uk



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