



NORTHAMPTONSHIRE ENERGY SAVING SERVICE (NESS)



YEAR ONE A SUCCESS!

Northamptonshire Energy Saving Service (NESS) is a 3 year project delivered with funding from National Grid's Warm Homes Fund. The 5 delivery partners have their own activities but jointly deliver a comprehensive service to households in the County where homes are cold, insufficiently heated, or where the householders cannot properly afford to heat their homes.

Launched in June 2018, the first year is complete and has been a great success. Of the 1174 households NESS has assisted, 69% of them has someone with a long term illness or disability. The staff working on this Project

have delivered face to face advice regarding energy efficiency, securing the best deal for their energy. Clients have been provided with specialist advice on benefits and allowances, and assistance to apply and secure these. As required, debts have been managed or applications to trusts to write off debts have been made where appropriate. Home Energy Assessments have been completed in households which have benefited from draught proofing, minor repairs, gas safety checks, fitting of thermostatic radiator valves and advice on correct use of heating controls. NESS is also fortunate to have



The Rural Information Centre at a recent community event

use of the Rural Information Centre—a vehicle specially converted to allow confidential advice in rural locations or at community events—60 such outings have been held to date with more to come. NESS will soon be holding a number of public events so check our website for all the up to date information.

How NESS has helped one Northamptonshire resident

Miss A is a home owner. Over recent years she has experienced health problems and in mid 2018 her health suddenly declined resulting in her not leaving her home at all. As a consequence, she had her benefits stopped for not attending a mandatory meeting, in turn she could not afford credit for her gas and electric meters and her boiler broke down.

Fortunately a neighbour realised she had not seen her for a long time and visited; she then helped Miss A to see her GP who referred her for specialist assessment; this resulted in, amongst other things, a referral to NESS for help. A NESS advisor visited Miss A at home and initially negotiated some emergency credit for the meters so the boiler could be inspected. The boiler was

beyond repair. Miss A had a replacement boiler fitted, received specialist benefit advice to secure her entitlement to benefits and her debt with her energy company was addressed via a payment plan. Miss A now has:

- Heating and hot water
- A gas and electric supply
- Money to live on

NESS PARTNERS



Key achievements in year 1:

- ◆ 1174 households assisted
- ◆ £2,010,633 new income secured for households
- ◆ £120,408 debt written off
- ◆ £942,346 debt managed
- ◆ £22,852 saved through tariff switching
- ◆ £120,054 energy saving via provision of small energy saving measures
- ◆ 199 new households added to the Priority Services Register
- ◆ 228 new households now receive the Warm Homes Discount
- ◆ 10 new boilers fitted via the NESS Emergency Fund

www.northamptonshireenergysavingservice.org.uk

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