

# Nottinghamshire Health & Social Care Forum

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# Citizens Advice Bassetlaw

The Citizens Advice service has been helping people to resolve their money, legal and other problems since 1939. We are over 80 years old !!

It is the largest advice-giving network in the UK, regularly providing advice from 2,900 locations.

Last year we helped 2.9 million people deal with over 7 million new problems, in our offices, by phone and email, at outreach sessions in places like GP surgeries, courts and even in people's homes.



# Retford Office





# Workshop Office

# Our website



# www.citizensadvice.org.uk

Cymraeg Sign in

[Benefits](#) [Work](#) [Debt and money](#) [Consumer](#) [Family](#) [Housing](#) [Law and courts](#) [Immigration](#) [Health](#) [More from us](#)

England

## Welcome to Citizens Advice

How can we help?

Search for advice

### Popular advice

Basic rights at work  
69,834 unique visits

Benefits and tax credits for people in work  
81,564 unique visits

Report to Trading Standards  
58,531 unique visits

These are the most popular topics on our site in the past month.

[See what else people are searching for](#)

### Volunteer with us

21,600 highly trained volunteers support the delivery of our work. Our volunteers come from all sorts of backgrounds and help with everything we do. Could you join them?

[Our volunteer opportunities](#)

## Policy research and campaigns

See our latest campaigns  
Read our policy research work  
Find out about the impact of our advice

[Support our campaigns](#)



## Find your local Citizens Advice

For more information and advice.

Enter your postcode or town

[Search](#)



A meme featuring Sansa Stark from the TV show Game of Thrones. She is shown from the chest up, wearing a dark, heavy fur-lined cloak. Her hair is dark and pulled back. She has a serious, somewhat somber expression. The background is a blurred, snowy landscape. The text "WINTER IS COMING!" is overlaid at the top in large, white, bold, sans-serif font with a black outline. At the bottom, the text "YOU KNOW NOTHING, JON SNOW" is overlaid in the same font style. In the bottom right corner, there is a small, faint watermark that reads "memegenerator.net".

**WINTER IS COMING!**

**YOU KNOW NOTHING, JON SNOW**



## Quick Energy Quiz

**It is compulsory to  
have a smart  
meter?**

**True**

**False**

**False**

**What is the average household debt (excluding mortgages)?**

- a) £3065
- b) £7413
- c) £8996

**b) £7413**



**On average how much do UK households spend a year powering appliances left in standby mode or not in use?**

- a) Less than £35
- b) £35 - £80
- c) £80 - £130

**a) £30**

**How much could lowering  
your thermostat by 1  
degree save you?**

- a) £25 per year
- b) £50 per year
- c) £80 per year

**c) £80**

## Tie Breaker Question!!

How much could installing a:

- room thermometer
- programmer
- thermostatic radiator valves

and using these efficiently  
save you per year?

**£75**

# Now for the learning part



# Some facts

## How to Switch?

### Take a meter reading

- ↳ Take a meter reading on the day of the switch
- ↳ Give this reading to your new supplier - this means they won't charge you for energy used before the switch



# What if I am in debt to my supplier?

## **If you use a prepayment meter**

- ↳ **If you owe less than £500 for each fuel you can still switch**
- ↳ **Your debt will transfer with you**

## **If you don't have a prepayment meter**

- ↳ **Your supplier can stop you switching until you've paid off your debt**

# Warm Home Discount Scheme

**You might be able to get £140 off your electricity bill under the Warm Home Discount Scheme if you're either:**

- ↳ getting the guarantee credit part of Pension Credit**
- ↳ on a low income**

**Check with your supplier to see if they offer the Warm Home Discount.**

# Priority Services Register

**Offers extra services free of charge if you:**

- ↳ are of pensionable age**
- ↳ are disabled or chronically sick**
- ↳ have a long-term medical condition**
- ↳ have a hearing or visual impairment or additional communication needs**
- ↳ are in a vulnerable situation**

**To be added to the Priority Services Register, you simply need to contact your energy supplier. You can find their contact details on your energy bill.**

# Local Schemes to Help Save Money-

## Citizens Advice Bassetlaw

- ▶ We can help you save money with a free, impartial appointment if you would like to complete a referral form to meet with Sarah Jones, our Energy Officer
- ▶ She will provide options to help you decide if you would like to change to another tariff with your own company (Judy did this last week and saved £160 per year)
- ▶ OR switch to another company for bigger savings especially if you are on the standard tariff- average is £200-300. Best yet was £800 ( yes, really)

# Thank you for listening



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