

**HEALTHY  
HOUSING**  
Service



nottingham  
energy  
partnership

## Healthy Housing Case Study: Autumn 2016

### Sheila, Woodthorpe

#### 1. Energy Switching Comparison

Lead Source:

Flu Jab & Winter Warmth Campaign



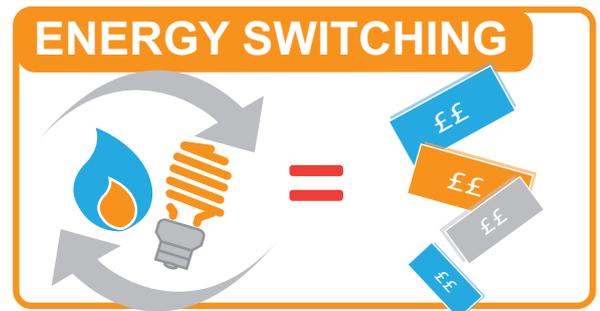
**‘The saving of £331 is great, thank you so much. I have had a terrible reaction to my flu jab, but it doesn’t matter because I met Alison and I now have a really good idea as to which deal is best for me, I didn’t have a clue before’.**

#### Background

As part of the promotion of the annual Flu Jab and Winter Warmth campaign 2016 Alison from the Greater Nottingham Healthy Housing (GNHHS) team attended the flu clinic at Sherwood Medical Practice where she met Sheila who was waiting for her vaccination.

Sheila explained that she had a terrible time switching when she last did it over 5 years ago and is reluctant to go through that again. She is now with Eon on an Age UK tariff but she doesn’t like the customer service and is conscious that there must be deals out there that are more reasonable – she lives alone in Woodthorpe.

Alison was able to put Sheila’s mind at rest and explained that the GNHHS team offer a personal switching service where she can compare the full breadth of energy deals to find out if there is a better one for her. The team behind the switching tool make the whole process hassle free because they can cancel her old contract and sign her up to her new deal. The only requirement from Sheila would be for her to provide Eon with a final meter reading when they request it.



#### Proactive approach from Sheila

When Sheila returned home she located her last annual statement dated August 11th 2016 which showed her last 12 months of energy use. Sheila called the office the following day and provided Alison with:

- her house number and postcode
- the name of her current energy tariff and,
- the last 12 months of electricity and gas use in kWh

Sheila confirmed that she is happy to continue to pay via direct debit, and would like to continue to receive her bills in a paper format.



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## Switching Success

The Healthy Housing team uses Nottingham Energy Partnership's own 100% impartial online switching tool that is Ofgem approved and also [housed on Nottingham City Council's website](#). The tool came up with some very welcome savings.

Sheila's biggest saving was with Sainsbury's Energy – saving her £331 per year, number two was another Sainsbury's Energy deal with a similar saving, and thirdly the local Robin Hood Energy tariff, which could save her £318.

Importantly, Alison checked the terms and conditions of Sheila's contract with Age UK Eon, and was pleased to be able to tell her that there was no exit fee and therefore no penalty for leaving the deal early. The Healthy Housing Service always advises consumers to double check whether there are any exit fees because they can be as much as £50 per fuel.

**Sheila said 'I am more than pleased with Sainsbury's Energy, I already collect nectar points and this will mean I will collect even more. The saving of £331 is great, thank you so much. I have had a terrible reaction to my flu jab, but it doesn't matter because I met Alison and I now have a really good idea as to which deal is best for me, I didn't have a clue before.'**

## Lessons Learnt

If someone is eligible for an Age UK deal, it does not necessarily mean that this will remain the best deal for them. It is always worth carrying out a comparison every year to see if a more favourable deal has entered the market.