

Helen Dean CCB (Connecting Communities in Berkshire) Home Energy and Water Advice - details for practitioners supporting families



Helen works for a charity – CCB, and delivers the CCB Family Fuel and Water Poverty Project, giving low-income families advice and information on how to reduce their gas, electricity and water bills.

Helen has worked with many families over the last six years to give personalised 1:1 advice on how they can save money on their gas and electricity bills.

The advice and information that Helen covers includes:

- How to compare costs and switch supplier to get the best deal and save money (this was relevant until the energy crisis in October 2021, and not at present, but advice can be given on the best options for the family)
- Claiming discounts available to families on low incomes, such as the Warm Home Discount of £140, and Thames Water Water Help/Watersure
- Top tips on reducing energy usage at home
- Advice for those in debt, including trust funds that are available
- If appropriate where to get grants for insulation, and boiler improvements

Helen offers personalised 1:1 advice by phone or what's app call/whatever your preferred method of communication is, in a friendly and accepting way, and will follow up on advice after it's been given. Helen supports families in taking action for themselves.

Families will have greater confidence and understanding on what to do to save money on their gas, electricity and water costs after a consultation with Helen.

Families on low-incomes can save hundreds of pounds in a year by following the advice.

An example of how much you could save would be:

- £140 per year by claiming the Warm Home discount if you qualify
- £10- £80 per year through changing the way you use electricity and gas at home
- Half of your Water bill if you qualify for Water Help (typically £200)
- Capping your water costs at £419 per year if you qualify for Thames Watersure

Referring families – Telephone Support

Please refer families by emailing with phone details and email details for families, any useful information, and confirmation that they are expecting a call:

Helen.dean@ccberks.org.uk

I will follow up the telephone advice with an email outlining the action they can take, and follow-up and offer any additional support as required.

Please note that I normally work on a Tuesday and Thursday 9.30am to 4.30pm, however my hours often vary each week.