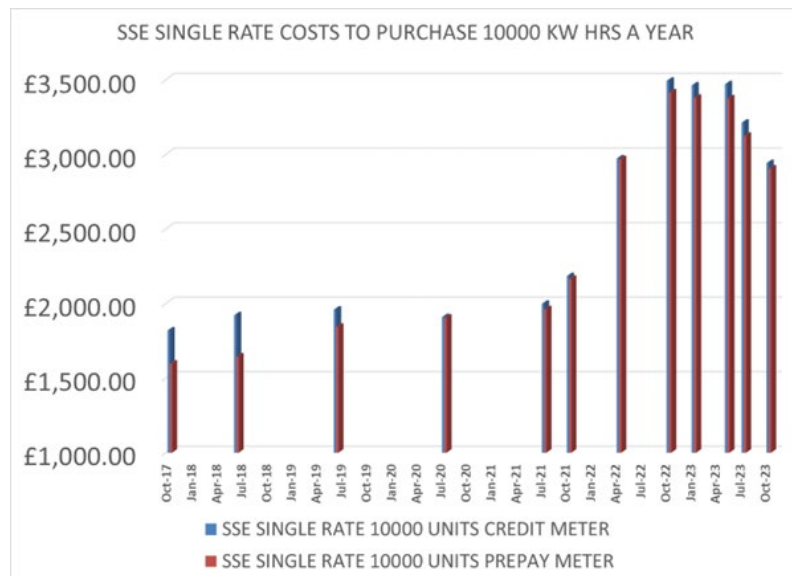


AUTUMN 2023 ENERGY COSTS UPDATE

The cost of energy has dropped slightly again this quarter and prices now are roughly equal to spring/summer 2022 prices, however prices are still very costly in comparison to recent years. To buy 10000 units of electricity for a single rate meter with OVO is around £2904 for prepay customers and £2941 for credit customers, as of the October 2023 Ofgem price cap. This table summarises the drastic fluctuations in the price of electricity since October 2017.



Electric Heat customers are still today having to spend an extra £600 -£1100 a year more than dual fuel customers (those with access to mains gas) to purchase a third less energy.

There are still no significant savings to be made by switching electricity company but the switching market is slowly returning and many companies are accepting new customers, so people may wish to switch if they are looking for a better customer experience.

THTC METERS

The forecast end date of the Radio teleswitch which powers THTC meters for storage heating is approaching in March 2024 and yet there seems to be no significant actions being taken by energy companies to adequately inform consumers and ensure a smooth meter switching process. Please feel free to get in touch with our partner energy advice organisation ALIenergy if you would like to share any feedback from your energy company or if you would like advice on speaking to your electricity company on this matter.

enquiries@alienergy.org.uk - 01631 565183

GOVERNMENT ASSISTANCE SCHEMES AND AVAILABLE FUNDS:

Various suppliers have their own funds to help customers struggling to pay for their energy bills. Please note that to access most of these funds, customers must have first received money advice.

- [Scottish Power](#)

- [EDF](#)
- [E.ON](#)
- [British Gas](#)
- [OVO Energy](#)

Other funds are available:

[Home Heating Support Fund](#)

[Warm Home Discount Scheme](#): Several energy suppliers across the UK have signed up to the Warm Home Discount Scheme which offers eligible households a one-off discount of £140 to their energy bill.

[Cold Weather Payment](#): If the average temperature in your area falls below zero degrees Celsius over a seven day period (between November and March), eligible individuals could receive a payment of £25 (per seven day period) to put towards fuel costs.

[Winter Fuel Payment](#): This is different from the cold weather payment as it is only available to households with individuals over state pension age. The payment is one-off, to be used towards heating costs in the winter months and the amount can vary depending on circumstances. Most people of the required age will automatically get the Winter Fuel Payment if they receive state pension.

[Child Winter Heating Assistance](#): This is a payment of £200 to help families with disabled children with the cost of heating. You do not need to apply for the payment if the child currently lives in Scotland. If the child or young person is eligible, you'll be paid automatically into the same account that your Disability Living Allowance for children is paid into.

[Allenergy – LSHA partnership](#) Please reach out for help if you are rationing your heat, have damp/mould issues and struggling to keep warm at home. Allenergy can help with:

- | | |
|--------------------|--|
| • Grants | • Tariffs |
| • Energy Bills | • Meters |
| • Energy Suppliers | • Fuel Vouchers |
| • Insulation | • Maximising your Home Energy Efficiency |
| • Heating Systems | |
| • Appliances | |

Contact our Affordable Warmth Team for an appointment for free and friendly advice:
enquiries@alienergy.org.uk 01631 565183

Tackling damp and mould effectively

Mould can often appear in our homes because of the cold, wet climate and as electricity is more expensive and people can't afford to heat as much as they would like to, excess moisture settles on cold surfaces if it's not properly vented and extracted from the home.

LSHA encourages tenants to take a zero tolerance approach to mould – it should be wiped off and cleaned in the first instance, once you know where it appears you can take dry towel

and wipe the surface every so often, breaking the cycle etc. We can help to advise on managing humidity better in a property with support over the phone or via home visits.

You can also complete this self-help checklist at your property and contact us if you have identified any issues for Property Services to follow-up or repair:

Property check	Checked / Notes
Are there any fabric or plumbing leaks Ingress in roof spaces/around windows Pipework all in tact	
Extractor fans and vents functional and being used in kitchen/bathroom	
Is your heating functional and being used	
Check window vents are not sealed	
Do you doors have draught excluders/insulated taping	
Are you drying clothes outside or using a tumble dryer?	
Are you following good practice cleaning management? (wiping down surfaces where condensation)	
Are you cleaning and clearing any signs of mould with bleach and water or mould and mildew spray?	
Are there any areas of internal wall that need anti-mould paint or re-plastering after historic leaks or dampness has been fixed?	
Do you have or need a dehumidifier?	
Sarking check: are there long-term issues visible, look for spores?	

Top tips for energy costs and budgeting



✓ Take weekly meter readings to work out your energy use and costs regularly – avoid getting a surprise on your bill! Take pictures of your meter readings as evidence in case you need to challenge your energy company about the charges

✓ Check your energy bill statements to make sure they have been costed based on your real meter readings rather than estimates



✓ Plan for winter - all households use around half of their heating energy in the cold weather, so budget early

- ✓ Ask us for help – our Energy Adviser and charity partners ALLenergy can offer support over the phone or visit your home to explain how your heating works, show you how good ventilation works, and help you work out your energy costs. Our Tenant Adviser can help you with budgeting if you need this too.



moneyadvicescotland
Scotland's Money Charity

- ✓ If you would like money advice help, talk to an adviser <https://www.moneyadvicescotland.org.uk/>

- ✓ If you are in energy debt, talk to your energy company and ask for help. They can offer a range of options to help you manage payments



- ✓ Get advice from Citizens Advice via their website or call the local office [01478 612032](tel:01478612032)
<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>