

## Free Affordable Warmth Briefing Sessions for Frontline Workers

**Energy Projects Plus** is an award-winning charity that has worked to mitigate the impact of climate change, and to alleviate the effects of fuel poverty across Merseyside and Cheshire for over twenty years. This informal, interactive session introduces who we are, what we do and why we do it. We finish the session with a look at our free referral process by way of providing ongoing support.

### Session Outline:

- What is fuel poverty?
- The Four solutions to fuel poverty
- How can Energy Projects Plus help?
- How to refer clients to Energy Projects Plus
- Questions & answer session

**Course Duration:** The session lasts 1 hour and we will deliver it at a time to suit you, via a video conferencing platform (Zoom is our preferred method) or in-person.

**Course Requirements:** These sessions are funded by Big Energy Saving Network in order to provide energy efficiency advice to frontline workers (staff and/or volunteers) who engage with vulnerable residents, in order that they can pass this advice on to their clients.

**Why Energy Projects Plus?** Here's one of our case studies:

### A new boiler and peace of mind for Pat

Pat phoned the Save Energy Helpline at Energy Projects Plus after her boiler broke down. Pat's health conditions meant that she had to have constant heat in her home, but the large cost of a heating replacement made this impossible. We organised for Linda, a home energy advisor, to visit Pat. Linda helped Pat to organise her fuel bills and switch her energy tariff. She also referred her on to Merseyside Health Through Warmth, managed by Energy Projects Plus, who were able to replace her boiler with a fully-funded grant in less than 2 weeks.

Pat said: *"Linda came to see me and was wonderful. Not only did she help with my boiler, but she put me on a fixed tariff, so my energy bills won't go up. She organised several other things with my supplier and fitted some free LED bulbs. The support was very, very good - they didn't mess about. I can't say how great I thought all of you were!"*

If you have any questions, or if you'd like to book an Affordable Warmth Briefing Session, contact **Dominic Griffiths** by email here: [dominic.griffiths@epplus.org](mailto:dominic.griffiths@epplus.org)