

CONSUMER ENERGY UPDATE

GREEN DOCTOR



Consumer Energy Crisis Update

The ongoing consumer energy crisis is concerning for us and the vulnerable customers we support. It is likely that the current difficulties will continue for some weeks or even monthswith further rises to energy tariffs and more energy suppliers likely to cease trading.

During this time, we're here to support as many customers as possible, if you know someone who is in need of help with their energy bills, please do refer

them to us. Referrals can be made by using the online form on our website (<https://london.greendoctors.org.uk/>) or by calling 0800-365-3005.

It's completely FREE and they don't have to be in crisis for a referral to be made. If you are supporting a vulnerable customer who is concerned about their energy supply, you may find our frequently asked questions helpful when advising them.

Frequently Asked Questions

If you're supporting someone who is concerned about their energy supplier you can reassure them with the following advice.

Q. What happens if my supplier goes bust?

A. If your energy provider collapses, you will not stop receiving gas and electricity. Your account will be moved to a new supplier by energy regulator Ofgem although this may take a few weeks.

Q. Should I switch supplier if I'm concerned about my energy supplier?

A. Due to the crisis there is a reduction in the number of tariffs available especially the cheaper ones, many switching services such as Uswitch are pausing or reducing services they offer. We recommend people to stay with their existing supplier in the short term.

Q. Will I end up on a more expensive tariff?

A. Unfortunately, you may end up on a more expensive tariff if you are switched to a new supplier. If people are concerned about their energy costs, please do refer them to us for support.

Q. Is there anything else I should do if I'm worried my energy supplier will go bust?

A. We recommend making a note or taking a photo of your meter reading and downloading any bills while you wait for news or your new supplier to contact you. We can guide people over the phone on how to take correct meter readings.

Q. Do I need to cancel any of my direct debits if my supplier goes bust?

A. There is no need to cancel any direct debits straight away. Instead, you should wait for your new account to be set up before cancelling the existing payment.

Q. I have credit on my account, will I get this money back?

A. If you are in credit, your money is protected and you'll be paid back. If you were in debt to the old supplier, you'll still have to pay the money back. The new supplier will contact you to arrange a payment.

Green Doctors are here to help:

- We can help local people in a number of ways including: Helping them change to a cheaper tariff
- Understand confusing/incorrect bills Apply for energy debt relief funds
- Understand how to get the most out of their heating system
- Sign them up to schemes such as the Warm Home Discount, Priority Services Register and much more
- General tips on how to become more energy efficient

If you know of individuals and families who would benefit from our service, please do refer them to us. You can contact the Green Doctor team on

Email: GreenDoctorLDN@groundwork.org.uk

Phone: 0800-365-3005

Boroughs where we offer Green Doctors Service:

Barnet	Brent
Camden	Ealing
Hammersmith & Fulham	Harrow
Hillingdon	Hounslow
Kensington & Chelsea	Lambeth
Lewisham	Southwark



What People Say



"The Green Doctor was a great help. I live on my own and need to save a bit of money and I now I feel a lot better about my energy bills. He helped me to go on U-Switch to change supplier, which saved me a lot of money. He also showed me how to use my combi-boiler more efficiently, which I didn't know anything about. He did me a big favour, I found it really useful."
