

CITIZENS ADVICE

ENERGY REDRESS SCHEME



The Project

Our Energy Redress Scheme goes live in November, providing social housing tenants in County Durham with expert advice on energy use and assistance with income maximisation, with the aim of reducing fuel poverty levels.



Our Services

Fuel debt advice
Fuel voucher assessments
Energy saving tips
Tariff comparisons
Understanding bills & meters
Quick benefit check
Training for your staff

Eligibility & Referrals

Social housing tenants living in County Durham are eligible for our advice and support if they meet any of the following criteria:

- Spend more than 10% of monthly income on energy
- Debt with energy supplier
- On a low income
- Health condition

Eligible clients can be referred to us through the Advice in County Durham Portal or by contacting one of our energy advisers directly:

Dale Clark

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