

# Practical support to help people stay warm and well in North Yorkshire

Wellbeing support through Warm & Well in North Yorkshire creates warmer homes and improves overall health.

## What help was needed?

Mrs M is 82 years old and lives alone. Her home is heated by storage heaters and she had recently received a letter from Npower informing her that prices were increasing again. Her current annual bill was £1,841 (£153 per month) and she felt that the bills had just got too expensive and wanted some support with looking for a cheaper deal.

The Yorkshire Energy Doctor, a partner on the Warm & Well in North Yorkshire project, did a price comparison for energy suppliers and found that she could save £818 per year by switching to Utilita.

This would save her a massive £68 per month on her direct debit payments. We realised that the savings would be so high because Mrs M uses 90% of her electricity at night and Utilita have by far the cheapest night time rates for electricity. With Npower, Mrs M was paying 10.01p per kWh and with Utilita that price reduces to 4.675p/kWh, more than halving the cost of her night time electricity.

The Yorkshire Energy Doctor called Utilita during her



home visit and made the switch there and then.

After a discussion about Attendance

Allowance, Mrs M was referred to Selby Citizens Advice for help with making an application. Although she did not think she would be eligible for the allowance, she agreed to the referral to try it and was very pleased to hear that the application was successful and she would be awarded the higher amount of £87.65 per week!

## How has Warm & Well in North Yorkshire made a difference?

Mrs M was able to save a great deal on her energy bills.

Mrs M has been able to use her attendance allowance for assistance with day to day activities which she says helps her tremendously!

Another benefit is that Utilita fit smart meters as standard so she no longer has to worry about reading her own meter. However, due to a shortage of Economy 7 smart meters Mrs M's original appointment will have to be rescheduled.

Mrs M says: "It's been excellent. In my experience, you're all marvellous. [Calling Warm & Well in North Yorkshire has] worked wonders for me, so [don't hesitate] to call them! You're always so helpful, you're very good with elderly people".



Warm & Well in North Yorkshire is a project managed by Community First Yorkshire.



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