

LEAP CASE STUDY

January 2024

LEAP is an energy and money saving service that is helping people reduce their energy bills without costing them any money.

www.applyforleap.org.uk



**LOCAL ENERGY ADVICE
PARTNERSHIP**

BACKGROUND

The resident, referred to us by the National Health Service (NHS), faced multiple health challenges, including severe migraines and memory issues. In addition to his physical health concerns, he struggled with various aspects of his living conditions, which impacted his overall well-being.

INITIAL ASSESSMENT

Upon arrival, our Home Energy Advisor discovered that the resident was experiencing difficulties operating his heating system. He had a Wet Central Heating system equipped with an uncommon thermostat, which added to his confusion and discomfort, especially during colder months.

INTERVENTION

1. Heating System Assistance

Our advisor demonstrated how to use the thermostat, providing both a hands-on tutorial and written instructions. The resident was encouraged to follow these instructions during the visit to ensure they were clear and useful.

2. Home Inspection and Repairs

The advisor inspected the new build home and identified several issues:

- **Draughts from poorly fitted windows:** These were promptly fixed with simple draught-proofing measures.
- **Faulty thermostatic radiator valves (TRVs):** The home energy advisor reported these issues for professional repair.

3. Utility Meter Access

It was discovered that the resident had no access to his utility meter. The advisor secured a key from a neighbour and assisted the resident in submitting a meter reading, a task he had been unable to do previously.

Additionally, the advisor noted the building manager's contact information from a notice in the main foyer and provided this information in a booklet for the resident's future reference.

AT A GLANCE

ISSUES

- Uncommon thermostat operation difficulty
- Draughts from poorly fitted windows
- Faulty Thermostatic Radiator Valves (TRVs)
- Lack of utility meter access
- Confusion about billing

OUTCOMES

- Personalised thermostat usage guidance
- Draught-proofing and TRVs reported
- Utility meter access assistance
- Secured 50% water bill discount
- Additional living expense funds secured

FINANCIAL ASSISTANCE

The advisor discussed the resident's billing concerns and successfully applied for several financial aid schemes:

Social Water Tariff:

This secured a discounted water price, reducing the resident's water bills by up to 50%.

Cambridgeshire County Council Household Support Fund:

An application was made on behalf of the resident, securing an additional £220 over the following three months.

OUTCOMES

Through these comprehensive interventions, the resident's immediate concerns were addressed, leading to improved living conditions and financial relief. The support provided not only enhanced his comfort and ability to manage his home but also contributed to reducing the stress associated with his health issues.

CONCLUSION

This case study exemplifies the critical role that LEAP plays in supporting individuals with complex health and housing needs. The LEAP service helps people reduce their energy bills without any cost to them. LEAP stands out as it offers a comprehensive approach to energy management and financial savings. Our highly trained home energy advisors, ensure that residents receive expert energy-saving advice tailored to their specific needs. They can offer referrals for money-saving and debt advice, addressing broader financial challenges that residents may face. Through a thorough assessment, our advisors determine eligibility for insulation and other significant energy efficiency measures, further reducing energy usage and costs.

HOW TO APPLY

To determine eligibility, applicants can visit applyforleap.org.uk/eligibility.

If eligible, applications can be submitted directly through **Green Energy Switch**.

Alternatively, applicants can contact us by phone at **01733 646253 (select option 2)** or via email at **leap@greenenergyswitch.co.uk** for assistance with the application process.



www.greenenergyswitch.co.uk



01733 646253 (option 2)



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Resident's Comments:

"Pleasant, Kind, informative. Went through timer, tried water application. Found key for meter cupboard. Very Professional"

