

# LEAP CASE STUDY

February 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](http://www.applyforleap.org.uk)



## BACKGROUND

The resident was new to managing both boiler properties and homes running on oil. She had concerns about her ability to efficiently manage the heating system, particularly due to her autistic son's sensitivity to the cold, which significantly impacted his behaviour.

## INITIAL ASSESSMENT

During the home visit, our advisor took time to understand the resident's specific needs and challenges related to her new home. Given her concerns about maintaining a warm environment for her son, it was crucial to find solutions to ensure consistent and cost-effective heating.

## INTERVENTION

### 1. Heating System Assistance

Our advisor provided detailed guidance on how the heating system operates, including the use of oil and strategies for managing heating costs. The possibility of buying oil together with neighbours to reduce expenses was also discussed.

### 2. Financial and Energy Advice

Recognising her worries about heating costs, our advisor examined various electrical tariffs to identify potential savings and improve customer service. They identified the most suitable supplier, who offered excellent customer service and ease of communication. This reduced the resident's workload and provided peace of mind.

### 3. Priority Services Register

Our advisor explained the benefits of the Priority Services Register, which would ensure that the household would receive advance notice of power cuts and swift reconnection. This would also include other benefits tailored to their needs.

## AT A GLANCE

### ISSUES

- Resident new to boiler and oil heating
- High heating costs for son who has sensitivity to cold
- Need for different energy supplier with cheaper tariff and better customer service

### OUTCOMES

- Improved understanding and confidence of using heating system
- Cost savings through energy advice
- Applied for Priory Services Register to get advance notice of power cuts and swift reconnection

# FINANCIAL ASSISTANCE

Although no direct financial assistance was provided in this case, our interventions focused on cost-saving measures and improving the resident's ability to manage her energy expenses. The switch to a different supplier was expected to provide financial relief through better tariffs and customer service.

## OUTCOMES

Through these interventions, the resident's immediate concerns were addressed, leading to improved living conditions and financial relief. The support provided not only enhanced her comfort and ability to manage her home but also contributed to reducing the stress associated with her autistic son's sensitivity to the cold. The improved customer service experience with the new energy supplier and the security provided by the Priority Services Register further contributed to a more stable and manageable living environment.

## 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.



### Resident's Comments:

“Excellent Service, Very Informative”

## HOW TO APPLY

To determine eligibility, applicants can visit [applyforleap.org.uk/eligibility](http://applyforleap.org.uk/eligibility).

If eligible, applications can be submitted directly through [Green Energy Switch](http://greenenergyswitch.co.uk).

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



[www.greenenergyswitch.co.uk](http://www.greenenergyswitch.co.uk)



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