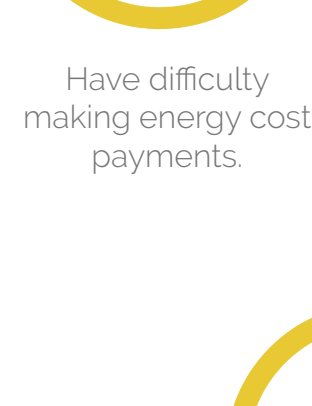




## Drumchapel Citizens Advice January 2023 Newsletter

Happy New Year and Welcome to our Newsletter.  
With the continued concerns around energy costs we are actively promoting energy saving tips and tools and raising awareness of energy costs and how we can manage them.

### This quarter, we have assisted



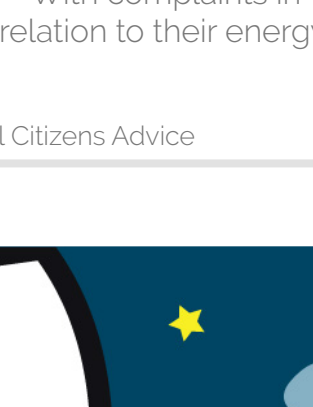
Have difficulty making energy cost payments.



Assisted with warm home discount applications.



Assisted with direct deductions from their pre-payment meters.



With complaints in relation to their energy.



Obtain fuel vouchers.

Source: Drumchapel Citizens Advice



## Energy Campaigns

Over one million adults in Scotland are estimated to have cut back on groceries because of rising energy bills, new analysis from Citizens Advice Scotland (CAS) has found.



### Big Energy Savings Winter

It is a national campaign to help people cut their fuel bills and get all the financial support they are entitled to. The week focuses on raising public awareness of how to switch energy supplier or tariff to get the best deal, access discounts and make homes energy efficient.

### Energy Best Deal

We are offering Energy Best Deal sessions and appointments providing advice and guidance on reducing energy costs and know where to go for help if paying energy bills is a struggle.

For details on arranging an appointment please contact 0141 944 2612. You can also view our website and social media platforms for more information.

Source: <https://www.cas.org.uk/news/over-one-million-estimated-have-cut-back-groceries-because-rising-energy-bills>



## Warm Spaces in your Area

Warm Spaces are places where people can gather for free in a warm, safe, welcoming place and maybe enjoy a hot drink and some company. Find your warm space below.



### Drumchapel Library

65 Hecla Ave  
Drumchapel  
G15 8LX

### Opening Times

Monday: 1pm- 8pm  
Tuesday: 10am- 5pm  
Wednesday: 1pm- 8pm  
Thursday: 10am- 5pm  
Friday: 10am- 5pm  
Saturday: 10am- 5pm  
Sunday: Closed



### Yoker Community Campus

Yoker Resource Centre  
10 Kelso Place  
G14 0LL

### Opening Times

Monday: 10am- 4pm  
Tuesday: 10am- 8pm  
Wednesday: 10am- 8pm  
Thursday: 10am- 8pm  
Friday: 10am- 4pm  
Saturday: Closed  
Sunday: Closed



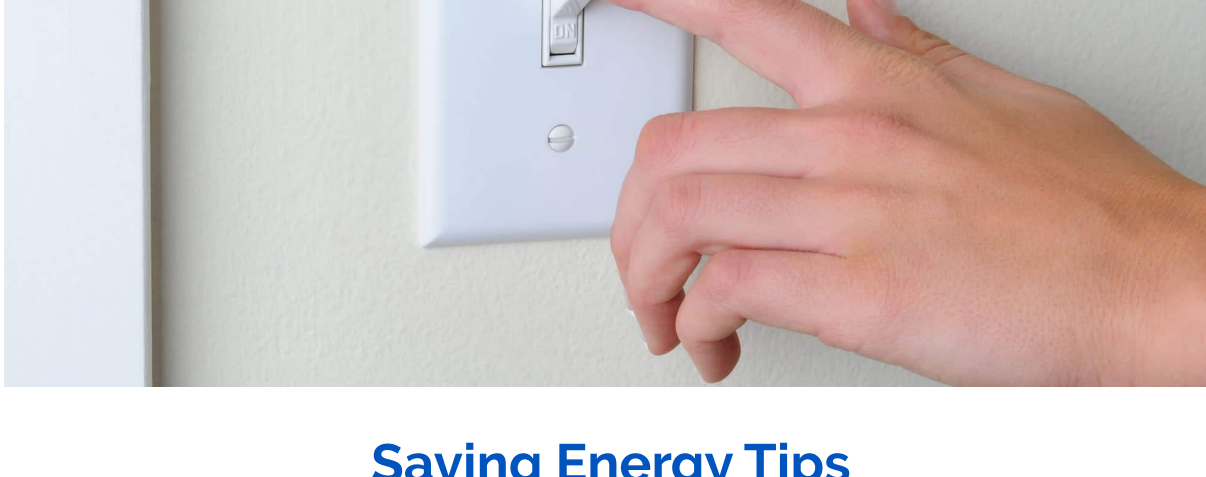
### Kingsway Community Connections

Block 50 Kingsway Court  
Scotstoun  
G14 9ST

### Opening Times

Monday: 7.45am- 8pm  
Tuesday: 7.45am- 8pm  
Wednesday: 7.45am- 8pm  
Thursday: 7.45am- 8pm  
Friday: 7.45am- 4pm  
Saturday: Closed  
Sunday: Closed

Source: Citizens Advice



## Saving Energy Tips

A comprehensive list of helpful shopping suggestions to help you save energy this coming winter.

### Have Short Showers

Have short showers instead of baths.

### Close your Fridge Door

Never leave the fridge door open. Decide what you want before you open it.

### Close Windows

Keep windows closed when the heating is on.

### Spread the Word

Encourage your friends and families to help by sharing these tips with them!

### Television Alternatives

Read a book or play a board game instead of watching television.

### Wear Warm Clothing

Wear a jumper instead of turning the heating on.

### Turns off Appliances

Always turn off lights, televisions, computers and games consoles when you are finished. Leaving on standby or unnecessary charge uses energy and costs money

### Driving Alternatives

Walk or ride a bicycle to your destination. In Scotland, all under 21s travel for free by bus. There is also concessionary travel if you are disabled or a carer. Please contact us for more information.

### Don't Leave Running Taps

Don't leave your hot water tap running longer than necessary as this can contribute to higher energy costs.

Source: Twinkl



## Case Study

The client is a single adult who is living alone in social rented accommodation and is seeking employment. Client is in receipt of benefit income only.

The client's home is electricity supply only and payment method for energy is a pre-payment meter. The client's energy supplier ceased operating and client was moved to new supplier.

The new supplier has been making direct deductions from client's top ups to cover energy debt, stating the client has energy debt of £3000.

The client is confused as not aware of any debt and highlights payment method has always been pre-payment meter. The supplier has not issued any letters for debt or provided any pre-payment meter statements.

The supplier has failed to respond to any communication the client has tried to make in relation to the debt and deductions from top ups.

Client is struggling with the costs of energy due to raising prices and deductions from top ups, this has resulted in charitable fuel vouchers and food bank referrals.

The CAB adviser was able to contact supplier and request hold on deductions while the matter is investigated and details of debt was requested along with statements. The supplier failed to act.

After 8 weeks of non-action from the supplier, the adviser escalated the client's complaint to relevant the ombudsman division, the complaint was successfully submitted and the supplier initially responded with placing a hold on the deductions being made.

The complaint is in the final stages of investigation, in the meantime, the client has received a hold on deductions and a token compensation from the supplier due to non-action of previous correspondence from the client and the CAB adviser.

The client is also receiving government energy support fund payments. And the warm home discount has been applied for and awaiting payment.

Client is managing top ups, however, there is an ongoing need for use of foodbank due to cold weather months and rising costs of energy requiring more frequent top ups and the client to reduce their food budget.

Source: Drumchapel Citizens Advice

For more information feel free to visit our social media websites below:

<https://www.facebook.com/DrumchapelCAB>  
<https://twitter.com/drumchapelcab>