

**Low Carbon Communities Initiative**

**Networking Key Services- NKS**

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| **Fuel Poverty Indicators** | **Energy Advice Indicators** |
| * Client is worried about the energy bills * Debt with the energy supplier * Gas and/or electricity disconnected * Fuel bills are estimated * Emergency credit is frequently used on the pre-payment meter * Client is struggling to heat the house * Heating is not used, even in the winter * Only one room is heated/lived in * Blankets, hot water bottles are frequently used * Client spends time in a hospital/library/supermarket to warm up * Client has frequent health problems/infections * Client can’t afford to cook hot meals * Client’s circumstances have changed (e.g. benefit cut, unemployment, retirement, new-born baby) | * Fuel bills are excessively high * House is draughty and cold * No insulation in the house * Heating system is old and inefficient * Heating is on all day and/or night * Heating is used manually; no use of heating controls * Room thermostat is used to control the heating * Thermostatic Radiator Valves (TRVs) are on the highest setting * Gas or electric fire/heater is a primary source of heat * Hot water is heated 24/7 * No curtains, blinds or shutters on the windows * Condensation and dampness are present in the house * Radiators are covered with drying clothes and/or furniture * Appliances are left plugged in and/or on standby * No energy saving lightbulbs in the house |