

**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
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