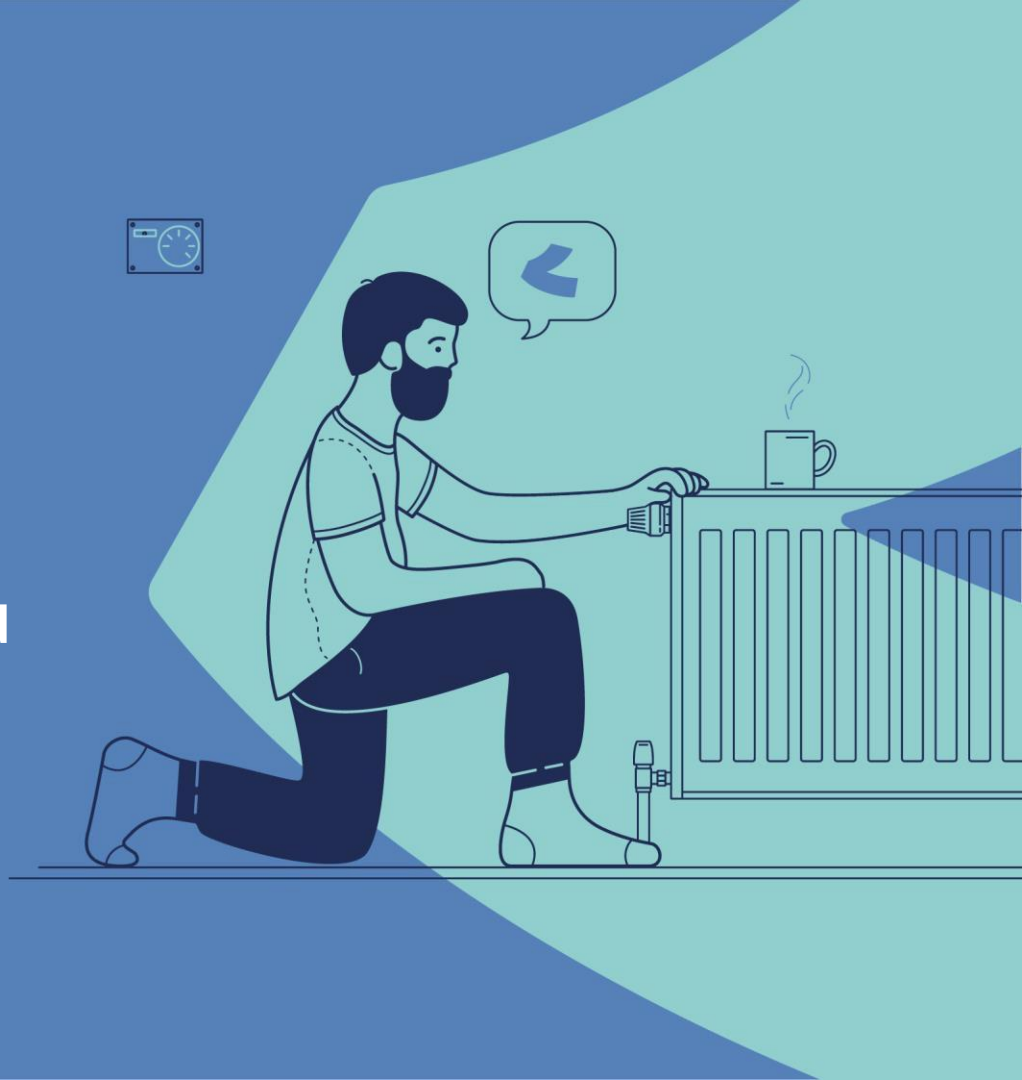


# Helping you **take charge**

Presentation to Burnley Linked

29 May 2025



Helping  
you **take  
charge**

# Overview



**electricity**  
north west

**citizens  
advice** in the  
North West

**energy  
saving  
trust**



# Energy and money advice you can trust

April 2023: New Ofgem obligations on all Power Network Operators to support fuel poor within their region, increase uptake of PSR and ensure adoption of low carbon measures.

Take Charge (energy advice) provides free and impartial energy advice that's available to all households in the region.

Funded by Electricity North West (ENW) and delivered in partnership with Citizens Advice in the North West and Energy Saving Trust.



# Scale of the challenge

Research commissioned by Energy Saving Trust 2024, on behalf of ENW outlines the scale of the problem in the North West:

- The ENW region includes some of the areas with the highest proportion of people receiving crisis support and in negative budgets.
- Almost half (45%) don't know who to ask for energy efficiency advice.
- Those in fuel poverty/in crisis are least likely to have made energy efficiency changes.



**citizens  
advice**

**in the  
North West**

# Who are we and what do we do?

Energy advice to ENW customers via a team of 14 expert advisors dedicated to this service, including on:

- Behaviour changes – get free and impartial advice to help you save around £356\* on your energy bills.
- Lower cost and larger scale energy efficiency measures you can make to your home (with permission of landlord)
- Financial support and grants available e.g. ECO grants
- Debt support and income maximisation.
- Extra support during a power cut – Take Charge can add those who need extra support to the ENW Extra Care Register.



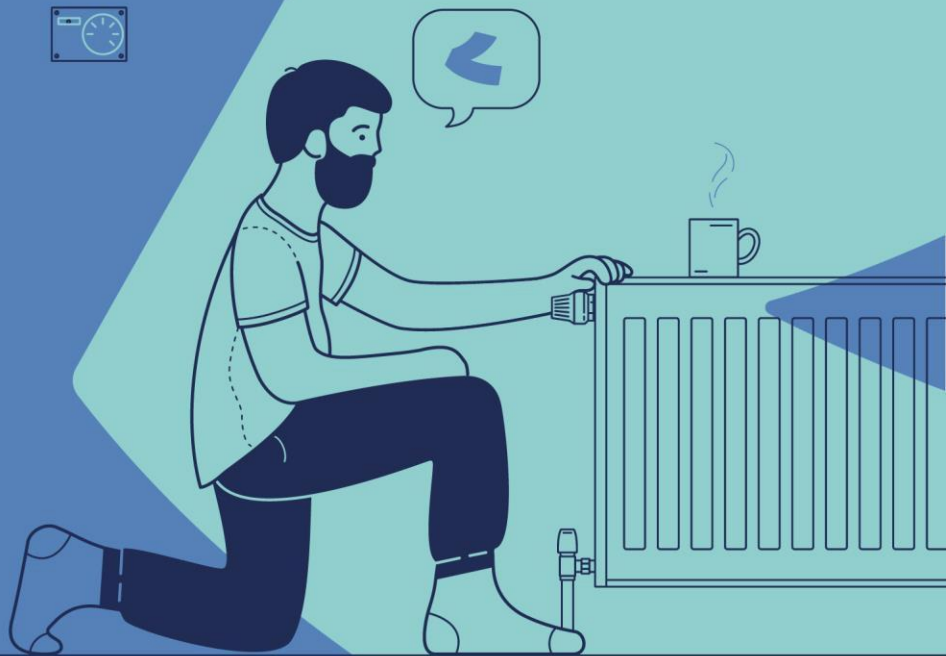
**electricity  
north west**

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North West

**energy  
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# Who are we and what do we do?

- ◀ Marketing and Communication element of service.
- ◀ Run campaigns raising awareness of fuel poverty and grant funding support available to households in the North West of England.
- ◀ Created a brand identity for the service, including a suite of characts.



# How we've helped



## Impact – Year one and two

**50,218**

Helped with  
financial &  
energy saving  
advice

**64,833**

Microsite users

**21%**

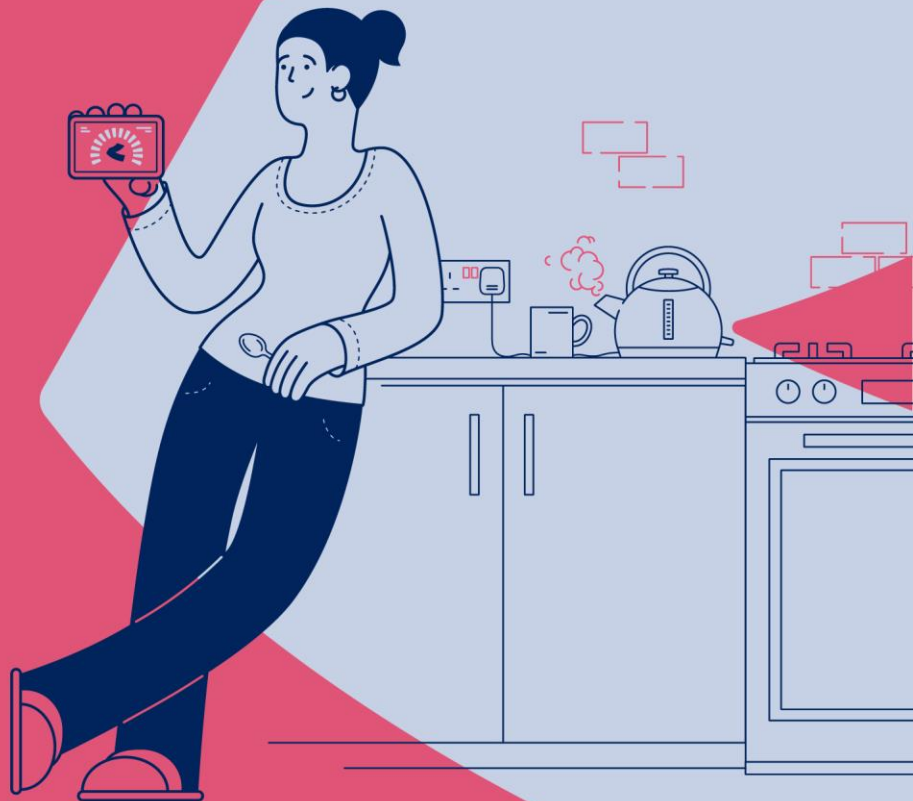
Campaign  
awareness

**210,259**

Digital  
engagements

**332,736,485**

Opportunities to hear or see the  
campaign



## How we've helped – Testimonials from our customers

I am so grateful they were there to help me when I was in such a bad place. They were so lovely, helpful and polite. Anything that I needed explaining if I did not understand got explained. They could not do enough to help.

They were supportive and understanding. They were real, honest and reliable when I had nowhere else to turn.

They were really helpful. I initially called to get help for my electric and gas. The lady helped me with things like food and heating and other things that I needed. She gave me more support that I originally expected.

They are really very helpful with clear concise information. They supported in resolving a dispute with a previous energy company about a previous house. I had been consistently underpaying and the Take Charge advisor stepped in on my behalf and got to the bottom of it.

## Take Charge client success story

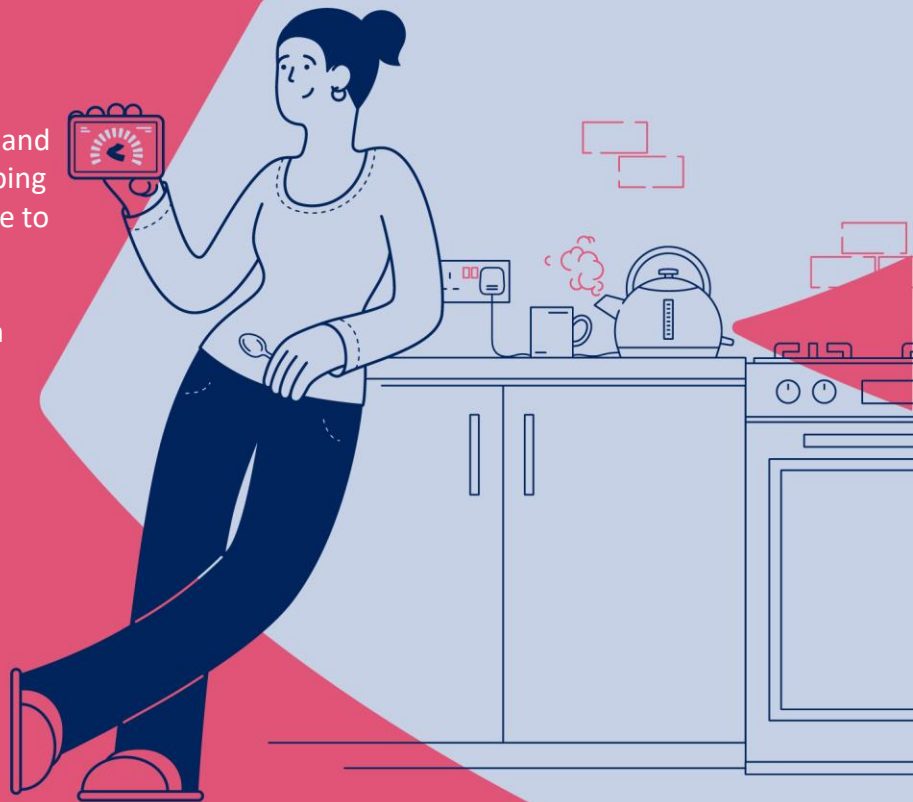
Karen\* from Manchester contacted Take Charge to discuss water arrears and concerns about her living situation. Karen shared that she had been sleeping on a sofa for several years, which she found extremely uncomfortable due to complications from a kidney operation.

The team supported Karen with her applications for a trust fund, to buy a double bed, and provided a benefits check and income maximisation advice to boost Karen's household income.

As a result, Karen benefitted from:

- £492.61 towards her £600 water arrears
- A new payment plan to cover the remaining charges
- A grant for a new double bed

\*Not real name



## Take Charge client success story

Mumpta\* from Manchester, who is vulnerable due to numerous health conditions, contacted Take Charge to discuss how to reduce energy use whilst keeping her home warm.

The team helped Mumpta apply for an Energy Company Obligation (ECO4) grant to make energy improvements to her home.

The Eco Flex team completed a full property review, and managed the installation of the following measures, worth over £20,000:

- Cavity wall insulation
- Solar panels
- Hybrid air source heat pump
- Two energy efficient radiators
- Window ventilation
- Bathroom wall vent

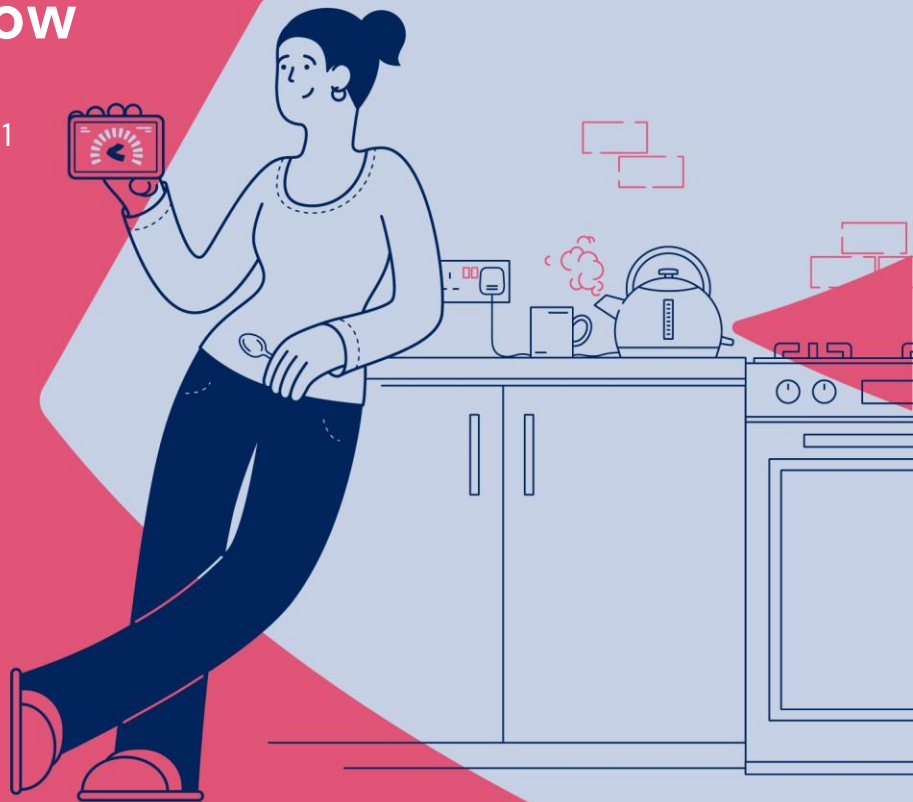
Thanks to these measures, Mumpta has significantly reduced her gas usage, going from in debit to in credit. The solar panels have helped reduce electricity bills by a third. The grant scheme has made a big impact on Mumpta's health.

\*Not real name



# RTS meter switch off: what you need to know

- If you have electric heating, you may be one of the almost 1 million homes that have a Radio Teleswitch Service (RTS) meter.
- RTS meters receive radio signals to switch between different electricity rates or turn certain appliances on or off at specific times.
- **Monday 30 June 2025** – the RTS will switch off.
- Unless you arrange a replacement with your energy supplier now, your heating and hot water may stop working.
- **Your electricity supplier might have been in touch with you already via letter about replacing your meter.**



# How do I know if I have an RTS meter?

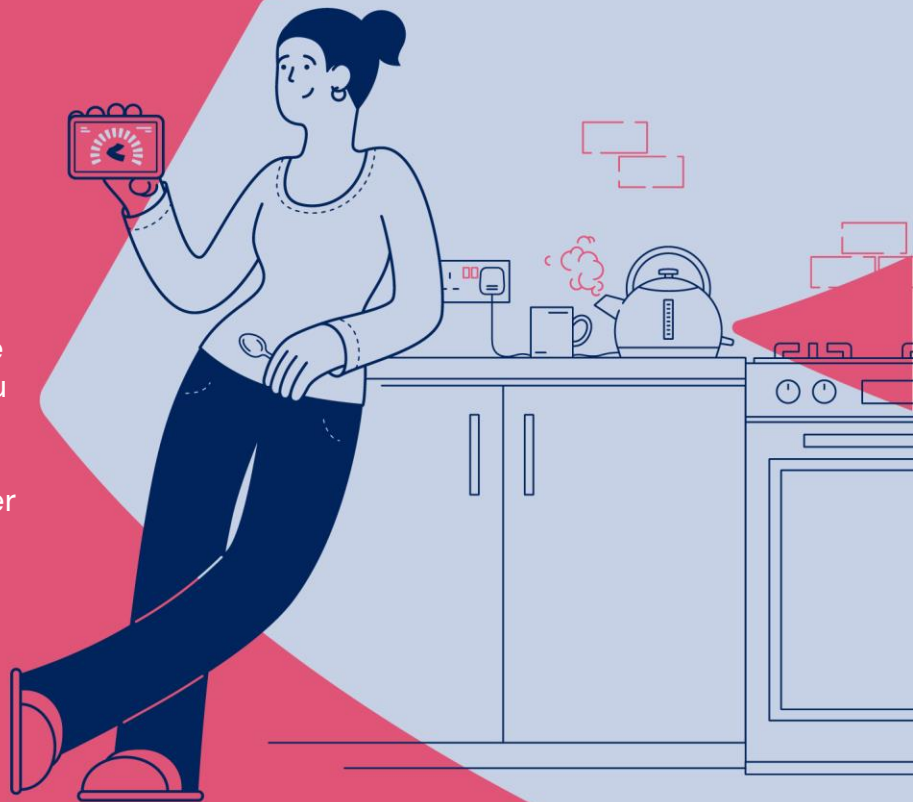
You might have an RTS meter if you:

1. Use electric heating to heat your home.
2. Have a tariff where the price of electricity changes at different times of the day.
3. Have a separate box near your electricity meter with the words 'radio teleswitch' or 'radio telemeter'.
4. Have two codes on your electricity bill that start with the letter S. These are 'supply numbers or 'S numbers'.
5. Live in a house with no gas connection.



# I've got an RTS meter. What do I do?

- Get in touch with your electricity supplier as soon as possible and arrange to replace the meter.
- If you're a tenant, and your landlord pays the energy bills, then it's up to them to sort out the meter replacement.
- Your supplier must replace your meter, to make sure there is no disruption to your electricity supply and upgrade you to a smart meter **for free**.
- If you can't have, or don't want a smart meter, your supplier still has to replace your RTS meter with a suitable alternative.
- **You don't pay anything to change your meter.** If someone contacts you and says to have to pay to change your meter, this is a scam.



# What happens if I don't change my RTS meter?

If your supplier doesn't replace your RTS meter by 30 June 2025, your heating and hot water will likely be affected. They might:

- Stay on all the time.
- Not come on at all.
- Charge at the wrong time of day
- Turn on and off at odd times of day
- Not come on when you want them to.

You might see your energy bills go up as a result.



# Working with partners

## How partners help us:

- ◀ Promoting the support offered by Take Charge
- ◀ Signposting or referring people in need of help to Take Charge

## What we offer our partners:

- ◀ Easy referral process
- ◀ Marketing resources
- ◀ Attending partner events and delivering briefings to front line staff.

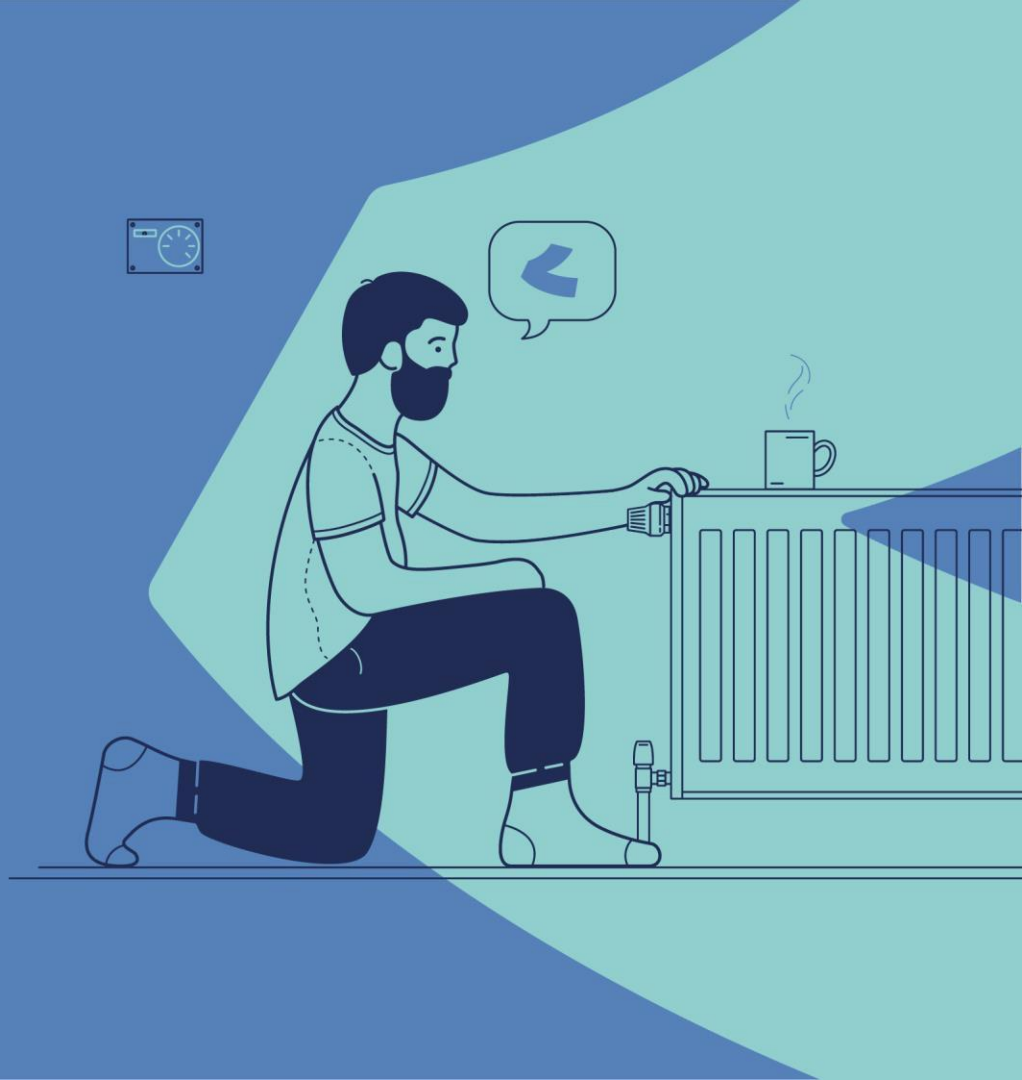
Regenera have worked with Electricity North West for almost five years and value the unwavering support they offer to improve the lives of those living in our local communities.

Take Charge is one such proactive initiative which is making lives better.

We are confident that this service will go a long way towards helping those in need get advice, guidance and secure any unclaimed benefits.'

**Ann, Director of Fundraising & Corporate Sponsorship, Regenera**

# Get in touch



# Contact our expert advisors

## Call freephone 0808 169 9924

to discuss how we can  
help you take charge of  
your bills.

Call us today

## Can't call right now?

Message us via our  
dedicated WhatsApp  
service and we'll  
message back.

Chat via WhatsApp

## Request a free appointment

We can talk to you about  
saving energy and  
managing money at a  
time that suits you.

Book now

## Sign up for Extra Care

Join our free Extra Care  
service, for households  
who need extra help  
during a power cut.

Join Extra Care



Request Call Back

Partners can make a referral by filling out the Request a call back form on the website <https://takechargetoday.co.uk/request-a-call-back/>

## Request a call back

Are you completing this form on behalf of someone else? \*

☐ Yes  
☒ No

Who would you like to receive the call back? \*

☒ Yourself  
☐ The applicant

Your details:

Your full name
  Your relationship to the applicant

Name of the organisation you work for (if applicable)

Applicant details:

Applicant's full name
  Applicant's street name

Applicant's town
  Applicant's county

Applicant's postcode
  Applicant's email

Applicant's phone number

How did you hear about us? \*

Event

How can we help? Please select from the dropdown below the option that applies to you \*

I need help with my energy bills

Would you like the applicant be added to our free Extra Care register - for extra care in a power cut? \* \*

☒ Yes  
☐ No

Privacy Policy Agreement \*

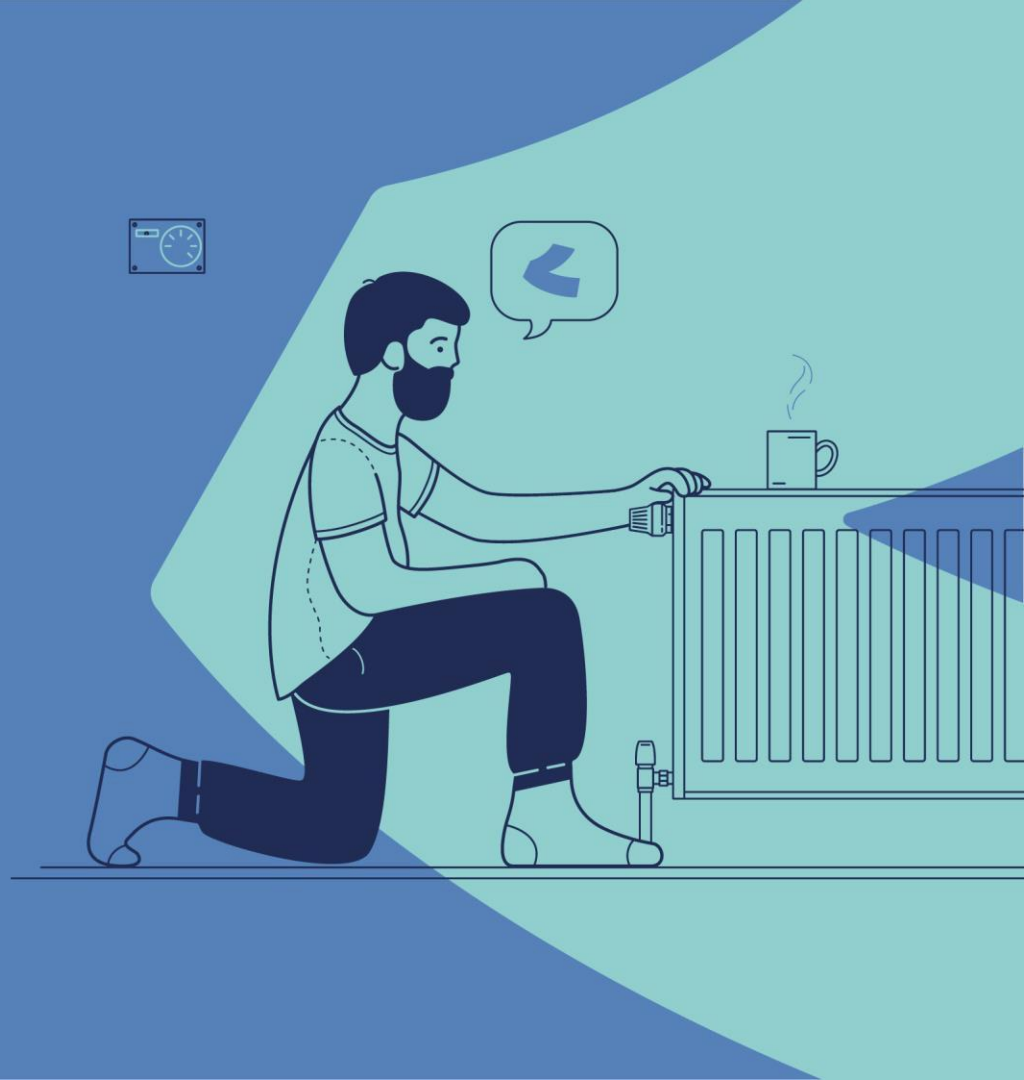
☐ I Agree

Electricity North West funds the Take Charge Advice Service. We are working in partnership with Citizens Advice in the North West to provide you with this service. By submitting this form, your information will be shared with Citizens Advice in the North West, who will contact you. If you have selected to opt-in to the Extra Care service, Electricity North West will contact you regarding this.

If you are completing the form on behalf of someone else, you must have permission to do so.

Please see our full privacy policy available at [Privacy Policy \(enwl.co.uk\)](#) or by writing to [dataprotection@enwl.co.uk](mailto:dataprotection@enwl.co.uk)

# Resources



# Leaflet

We have created a leaflet which outlines how Take Charge can support customers, offers some quick tips to save energy and money, and details how to contact our friendly advisors.



#### Switch off standby

You can save around £55 a year just by remembering to turn your appliances off standby mode.

#### Careful with your washing

You can save around £27 a year from your energy bill just by using your washing machine more carefully:

- ◀ Wash on a 30-degree cycle instead of higher temperatures.
- ◀ Reduce your washing machine use by one run per week for a year.



#### Take control of your heating

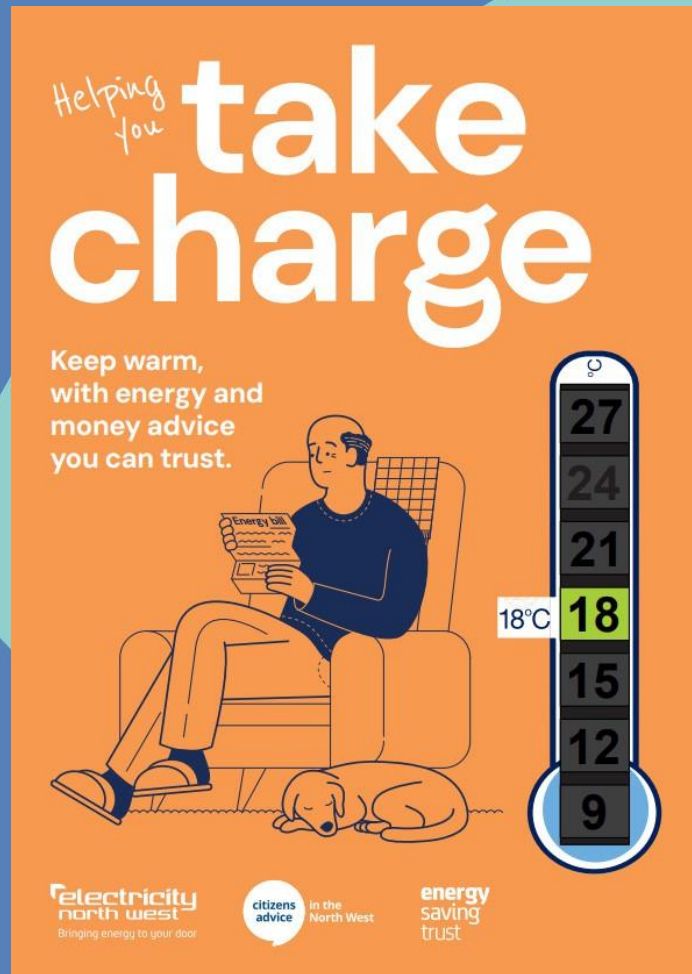
Turning your heating thermostat down by 1 degree could save £100 a year on your energy bills. Turn down the heat in rooms you're not using to save even more, and wear layered clothes to avoid feeling the chill while chilling at home.

# Thermometer cards

Our thermometer card can be placed in the most frequently used room to make sure it's kept at a suitable temperature.

The recommended temperature for your room is between 18 and 21 degrees.

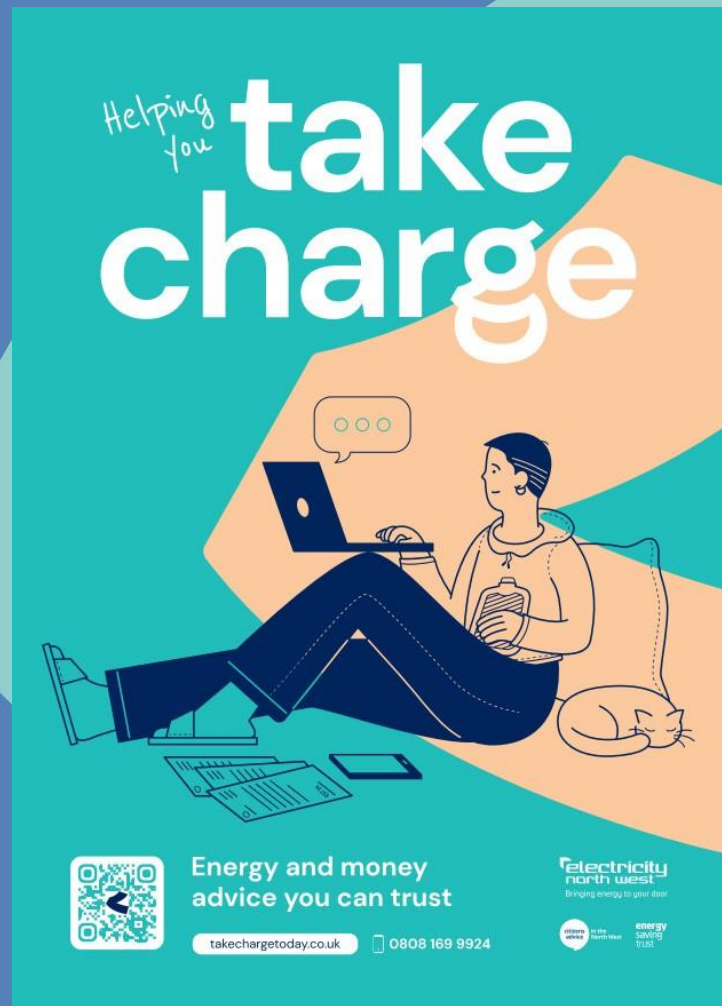
For those age 65 or older, or with a health condition, the room may need to be warmer.



## Posters

We have multiple posters you can use to inform your audience about Take Charge.

The QR code featured as part of the posters will direct your audience to our landing page where they can find more information and contact our advisors.



# Helping you **take charge**

## Thank you

Any questions, please contact:

**Take Charge (Energy Advice)**

Emma Goulding – Advice Services Partnerships Officer

Energy Saving Trust

[Emma.goulding@est.org.uk](mailto:Emma.goulding@est.org.uk)

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