

CARC AGM

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Energy Projects Lead

A white speech bubble logo with a tail pointing towards the bottom left.

**citizens
advice**

Why Energy Advice?

- ↓ Since the cost of living crisis begun in 2021, energy advice has become one of our biggest advice areas - and this is also seen across the rest of England & Wales.
- ↓ Aside from Rent and Mortgage, energy (gas, electric & alternative fuels) is often the biggest expense for a household.
- ↓ This huge expense generates fuel poverty, where a household on a low income must spend a disproportionately high amount on energy. As a result, the cost of energy contributes to a budget deficit, spiralling to financial instability and debt.
- ↓ People are impacted by fuel poverty in other ways:
 - ↪ Physical and mental health impacts
 - ↪ Inhibits academic and social development in children
 - ↪ Creates difficult choices - heat or eat.
- ↓ All of our energy projects are designed to address any emergencies and alleviate underlying causes of fuel poverty through energy efficiency advice and income maximization support.

Projects breakdown

Energy Advice, Outreach & Casework

- ▶ National Citizens Advice funded.
- ▶ Delivers energy & income maximization advice as a holistic offering. This includes help to deal with energy debt.
- ▶ Caseworkers provide additional support over a minimum of 3 appointments.
- ▶ Outreach workers attend community venues and events to provide light-touch advice.

Community Energy Advice

- ▶ Funded by the Energy Redress Scheme.
- ▶ Energy advice is given in the community to people who may struggle to access our mainstream advice channels.
- ▶ Advisers provide energy advice only, but can refer internally for a benefits check and other support via our wider team.



Outreach & Community Advice

Our work in the community enables us to:

- Reach residents who struggle with mainstream advice channels
- Engage and network with partner organisations
- Identify new opportunities to grow our offering in new geographic areas.

Meet the team!

Energy Advice, Outreach & Casework

- ▶ Raquel
- ▶ Simon
- ▶ Mark
- ▶ Aija

Community Energy Advice

- ▶ Marc - Huntingdonshire
- ▶ Hannah - Fenland
- ▶ Natalie - East Cambridgeshire

The majority of our energy advisers have achieved the NEA/City & Guilds Level 3 Award in Energy Awareness.

Key statistics 1st April - 31st October 2025.

Project	Income Gains
ENERGY ADVICE PROJECT (WHD)	£197,028
CADENT	£303,782
ENERGY REDRESS	£550
TOTAL	£501,360

What our clients have to say

Hi Marc, Thank you very much for the help! Absolute godsend!

Hi Natalie, I'm pleased to say [pension credit was successful]. Although its only a few pounds its helpful in so many other ways. Thank you so much for helping me go with it, without you I would never of tried.

Hi Mark, Thanks so much for the blanket it's wonderful!

'thankyou [Simon] this is life changing'

