



ENERGY

South Seeds can help

Many energy providers use call centres to deliver their services. This system relies on information being recorded and communicated correctly and efficiently. When this doesn't happen, residents may

have problems with their energy accounts that are a struggle to resolve. South Seeds' experienced energy team can help clients untangle any issues and support them to get a better service from their energy supplier.

'We couldn't have sorted this ourselves'

Ebenezer and Ebenezer came to South Seeds because they didn't have any gas supply in their housing association flat, despite topping up their prepayment meter. They had recently switched supplier but weren't sure the switch had gone through as they hadn't received information from their new supplier.

South Seeds' energy officer Martin contacted their previous and new energy suppliers and discovered that the new supplier had fitted a smart credit meter for the electricity supply, but had not exchanged the gas meter due to a small debt.

Debt under £500 is not normally a barrier to switching, and it was confirmed that the switch had gone through, so Martin decided to investigate further. He visited the property in Govanhill and found a small debt on the meter

and that the gas supply had been capped by the housing association, as they could not perform a gas safety check.

Martin contacted the new energy supplier, who insisted the debt needed to be cleared before action could be taken and a meter fitted.

However, the clients' gas card, which they had put £100 on, did not work. This meant it was impossible for the clients to clear the debt until the meter was changed, as they were no longer registered with the previous supplier.

Martin helped the pair escalate their complaint to the Citizens Advice Extra Help Unit, which has statutory powers and direct lines to specialist teams at each energy company. Armed with the information collected by Martin and the clients, the unit got the supplier to send out an engineer to exchange the meter. With that done, Martin supported the pair to get a refund of the £100 credit on the

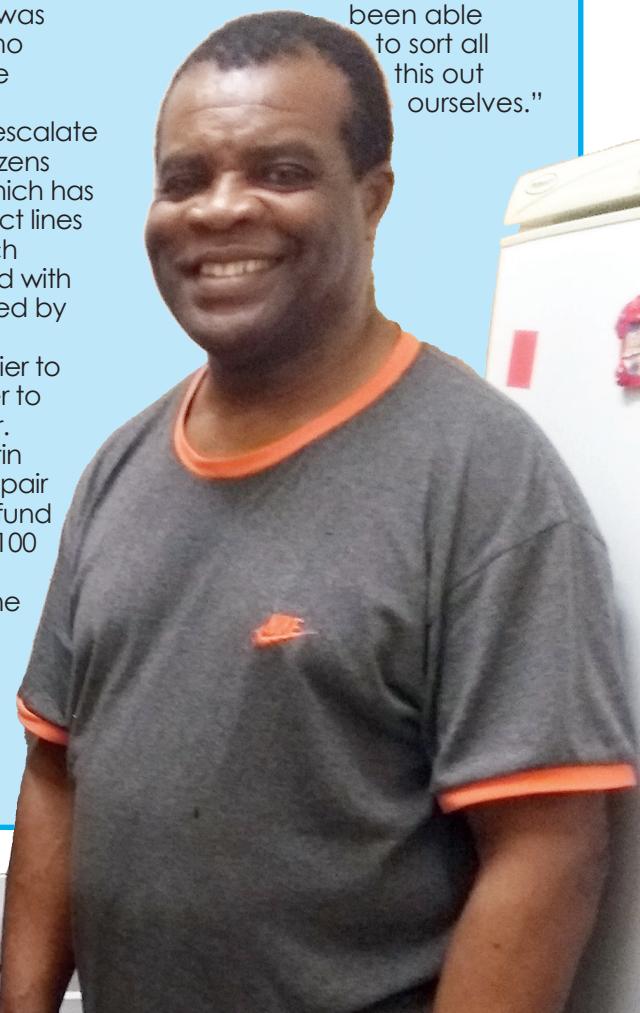
old prepayment card and get the housing association to uncap the gas supply.

Ebenezer and Ebenezer can now heat their home using radiators supplied by an efficient gas boiler, rather than a small and expensive plug-in electric heater they'd had to use while gas was unavailable.

"We are so happy South Seeds' service exists," said Ebenezer. "We'd never have been able to sort all this out ourselves."

SOUTH SEEDS DELIVERS

- Getting back on supply
- Credit refunded
- Client support and advice



This is a South Seeds project in collaboration with Govanhill Housing Association and Govanhill Community Development Trust funded by the Aspiring Communities Fund. For more information see www.southseeds.org (charity no. SC042244)



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