

## Home Energy Service Case Study

**Name:** Isabella  
**House Type:** Victorian Stone Built Terrace, Owner Occupied  
**Location:** City Suburbs, Lancaster  
**HES Support:** Utility Bills Clinic & Home Energy Survey  
**Main Issues:** High energy bills, storage heaters



### HES Utility Bills Clinic Support

Isabella had been worried about the size of her electricity bills for some time, but was too embarrassed to tell family and friends how much she was paying to run storage heaters.

*She said: 'I thought that was the price I had to pay for a lovely warm house. But it seemed strange that the size of the bills didn't go down in the summertime.'*

After picking up a leaflet advertising the regular HES Bills Clinics she was first in the queue for the next one at Lancaster Library.

### HES Advice

Isabella was delighted when, after consulting the HES team she was able to reclaim a massive £865 from her electricity provider. Isabella has also had a Home Energy Survey of her house to see if she can make any further savings in her home. As a result she will be having her house insulation upgraded very soon. Then we hope that next winter will be both cosy AND affordable for her.

### Feedback

*I was there on the dot clutching my electricity bills. They hadn't looked at it for more than 5 minutes when they realised what the problem was. The electricity company were charging the top rate for the night-time use of the heaters and the lower rate for daytime use – a very expensive mistake! They contacted the company and it was all sorted out by the time I left the library. I was really pleased about that.*

**Isabella, February 2012**