
Energy Wise Service

Hanover realises that it is important for our residents to make the most out of their household income. Necessary expenses like food and energy bills are unavoidable and will make up a large proportion of every resident's budget.

We want to help residents make the most out of the money they have and know that many would like assistance when it comes to working out how best to save money on their energy bills.

We have set up a free and impartial advisory service called 'Energy Wise' in order to help residents save as much money on their energy bills as possible.

Energy Wise has an experienced energy advisor - Nicholas Mills – who can assist residents in making an informed decision on how best to reduce their energy costs.

The Energy Wise Service is one of four Hanover services which fall under the umbrella scheme of 'Be Wise'. The others are: Money Wise, Home Wise and Insurance Wise.

Residents will be able to call the dedicated Energy Wise line using either the 0800 023 2029 Freephone telephone number during office hours or 01784 446 042 and speak direct with our Energy Advisor, Nicholas Mills.

He can also be contacted using the energywise@hanover.org.uk email address or by writing using the Freepost address:

Nicholas Mills
Hanover Housing Association
Freepost RTCU-TYLA-RAXL
Nelson House
St Neots PE19 6BR

The energy advice provided will be tailored to suit residents' specific needs and requirements.

The Energy Wise Service uses a leading broker called Energylinx as our preferred energy broker for all energy price comparison checks and switches.

They conform to Ofgem's Consumer Focus Confidence Code – the energy industry regulatory standard, which sets out key customer service expectations that must be followed on accredited price comparison web sites. This includes showing every available price tariff at the time when a comparison search is conducted.

Hanover has set up a special link to Energylinx's price comparison site – <http://energylinx.co.uk/energy/hanover/>

which both residents and the energy advisor can use in exactly the same way for energy price comparison checks. However the Energy Advisor will not be able to undertake a switch on a resident's behalf. Residents will be responsible for their own energy supplier switches.

Residents who are comfortable using a computer will be able to conduct their own price comparison searches and switches using the above website link.

Every resident who switches using the services of Energylinx will receive a £15 cash back payment as a thank you reward for switching.

Residents will also have the option of calling Energylinx on their Freephone telephone number 0800 320 2186 or 01259 220 0000 if they want to discuss switching their supplier without the assistance of the Energy Advisor.

It is important to note that after using the Energylinx price comparison site the resulting findings may show that for some people switching tariff or provider may not be necessary, as they may already be receiving the best value for money through their current provider.

Emphasis will not necessarily be on switching tariff or supplier, but will focus on overall energy cost savings.

It is important for residents to note that it is possible to receive a typical 6% price reduction if paying their utility bill by monthly direct debit.

Also online tariffs tend to offer greater savings than offline ones because they cut out the expense of the supplier having to send out paper bills.

Most of our residents who receive pension credits will be eligible for the Government's £140 Warm Home Discount as long as they receive their supply from one of the six major energy companies listed below :-

British Gas, EDF, Eon, Npower, Scottish Power, Scottish & Southern Electric.

Therefore it is very important for residents to be made aware that if they are eligible for the Warm Home Discount then they must remain with one of the suppliers who participate in the scheme.

If a resident does change to an independent supplier who falls outside those which participate in the Warm Home Discount Scheme, then it is very likely that they will lose their £140 Warm Home Discount payment.