

Useful websites, reports and contacts

We have compiled links to sources of information related to energy and vulnerable consumers in the UK that may be useful to energy advice organisations. Be aware that many of these sources of information and tools are owned by third parties and neither Energy Saving Trust nor Ofgem makes any warranties or representations (whether expressed or implied) or gives any undertakings in relation to the accuracy, sufficiency or completeness of such sources of information or tools. Please exercise the same caution you would with any online information or resources.

The [Energy Saving Trust](#) website has free and impartial information on home energy efficiency as well as renewable energy and sustainable transport.

Useful partnership contacts

To find home energy-focused local authority contacts in your area, please contact your local authority or look at [The Association of Local Energy Officers \(ALEO\)](#).

Community Energy Associations are dedicated to helping community energy organisations to create and implement new projects and provide networking and partnering opportunities for community energy practitioners to connect, learn, share knowledge and support each other.

[Community Energy England](#)

[Community Energy Wales](#)

[Community Energy Scotland](#)

Community Foundations are charitable organisations operating across every part of the UK. They support local organisations and community needs in a defined geographical area by offering a variety of grant-making programmes. UK Community Foundations is the membership organisation for 47 community foundations. Search for your local community foundation [here](#).

Fuel poverty & vulnerable households

National energy advice organisations have a wealth of free resources that can be downloaded or utilised:

[National Energy Action \(NEA\)](#), the national Fuel Poverty charity, has a variety of resources on their website, including Home Energy Checklists in 10 languages and a selection of other information leaflets.

[Centre for Sustainable Energy \(cse.org.uk\)](#) has a dedicated advice site containing downloadable PDFs within different subcategories such as Your Energy Supply, Insulation and Ventilation, Heating and Hot Water, Renewable Energy Technologies and other topics. Additionally, the site contains their most popular advice fact sheets in Arabic, Somali, Polish and Welsh.

[Community Action On Fuel Poverty's website](#) contains useful resources to use for marketing and running energy awareness events and briefings, including activities, quizzes and poster templates.

The Smart Energy GB [Resource Centre](#) has a plethora of materials that you can filter by material type (eg leaflet, presentation), target group (eg low income, offline) and format (eg Gujarati, Urdu, BSL).

[Your energy supply](#) is an excellent resource from National Citizens Advice Bureau with comprehensive answers to frequently asked energy supply related queries.

[Ofgem](#) have produced a guide to comparing and switching energy tariff or supplier when shopping around for a new energy deal, including a list of Ofgem accredited price comparison sites.

Due to the current energy price crisis, it may be best for consumers to stick with their current supplier, as many suppliers are not currently taking on new customers and there may be limited, if any, savings from switching. However, it is always good advice to recommend consumers to ask their current supplier if they are on the cheapest tariff.

[Citizens Advice](#) have produced a comparison of energy supplier customer service ratings to help consumers make an informed choice on which supplier to switch to if customer service is important to them.

Useful statistics and reports

The [Office for National Statistics](#) is the UK's largest independent producer of official statistics responsible for collecting and publishing statistics related to the economy, population and society at national, regional and local levels.

The Department for Business, Energy & Industrial Strategy (BEIS) publishes annual [fuel poverty statistics](#) by local authority. Information is available down to Lower Layer Super Output Areas (LSOA). Additionally, every year National Energy Action (NEA) and Energy Action Scotland (EAS) publish an [investigative report](#) on progress to eliminate fuel poverty across the UK.

The Department for Levelling Up, Housing and Communities [logs data from certificates](#) lodged on the Energy Performance of Buildings Registers since 2008, including average energy efficiency ratings, energy use, carbon dioxide emissions, fuel costs, average floor area sizes and numbers of certificates recorded. All tables now include data by regions. You can find an energy certificate for a specific home [here](#).

The NICE (National Institute for Health and Care Excellence) [guidelines](#) cover reducing the health risks (including preventable deaths) associated with living in a cold home. It aims to improve the health and wellbeing of people vulnerable to the cold.

Sheffield Hallam University undertook a three-year project to research ways to reach those hardest to reach with energy advice. Their conclusions and recommendations can be found [here](#).

Carbon Emissions Reduction

The [Scottish Climate Challenge Fund](#), although completed, has a repository of online tools and resources.

The [Energy Saving Trust](#) website contains a useful collection of information on decarbonisation and the transition towards net zero.

The [Energy Networks Association's Smarter Networks Portal](#) includes a variety of reports and other material relating to innovation and decarbonisation of the UK electricity network.