

Corporate Residential Revenue Policy: Debt Prevention and Management

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Subject: **Corporate Residential Revenue Policy: Debt Prevention and Management**

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This document is not confidential

1.0 Policy Scope: covers	Brands	Products	Area
	London Energy	Electricity	In Area
	SWEB Energy	Gas	Out of Area
	Seeboard Energy		
	EDF Energy		

2.0 Document History

Version	Section	Page	Summary of Change
0.4			Draft
1.1			Removed references to Virgin Home Energy and Telephony
1.2			Final

3.0 Policy Statement

The following policy is issued to assist those customers who may be at risk of falling into arrears including those unable to manage their own affairs (vulnerable customers) or those who spend in excess of 10% of their disposable income on energy (fuel poor).

Services available to customers to prevent them falling into arrears include (depending upon circumstance):

- Energy efficiency advice and information on independent schemes such as Warmfront grants
- Priority services register
- Variety of payment schemes such as prepayment meters, direct debit, Energycard, payment on receipt of bill, referrals to Third Party Deduction scheme (Fuel Direct)
- Referrals to the independent EDF Energy Trust
- Variety of bill formats including large print bills, Braille bills and talking bills
- Quarterly meter readings.

Where customers do fall into arrears, care should be taken to ensure that they are dealt with on an individual basis and referred to the specialist Customer Service team within the Revenue Management Centre for information on the EDF Energy Trust, details of money advice agencies, energy efficiency advice or any other support and advice that may be deemed appropriate.

4.0 Energy Efficiency Advice

Available to all.

5.0 Warmfront Grants

Available to householders who:

- Have a child under 16

OR

- Are pregnant and have a certificate MAT B1

AND are in receipt of

- Income Support
- Housing Benefit
- Child Tax Benefit
- Income Based Job Seekers Allowance

OR

Who are in receipt of one or more of the following benefits:

- Working Tax Credit – minimum income applies
- Child Tax Credit – minimum income applies
- Income Support – must include a disability premium
- Council Tax Benefit – must include a disability premium
- Disability Living Allowance
- Industrial Injuries Disablement Benefit – must include constant attendance allowance
- War Disablement Pension – must include the mobility supplement or constant attendance allowance

6.0 Warmfront Plus Grants – England

Available to householders who are aged 60 or over and receive one or more of the following benefits:

- Income Support
- Council Tax Benefit
- Income Based Jobseekers Allowance
- Housing Benefit

7.0 Priority Services Register

Available to customers who are vulnerable, older or disabled.

8.0 Fuel Direct

Customers must have an outstanding balance that exceeds £55 and be in receipt of Income Support or Job Seekers Allowance.

9.0 EDF Energy Trust

Customers of London Energy, SWEB Energy, Seeboard Energy and EDF Energy who are struggling to pay their bills, for example those who are on a low income, have disabilities or are one parent families.

10.0 Large Print bills, Braille bills and talking bills

Available to customers who have a visual impairment.