

Briefing Note

What is the Surrey Energy Advice tool?

The Surrey Energy Advice tool will provide residents with information on funding and grants, support and advice, and non-financial assistance, for people right across the spectrum to include those struggling with fuel poverty to those able to pay. The tool will be part of a joined up multi-organisational comms campaign, which aims to reach as many residents as possible through SCC, D&Bs, charities, community groups etc to maximise uptake of available funding for decarbonisation measures whilst supporting as many vulnerable residents as possible.

It will help residents to determine what financial and non-financial support is available to them to support them. It will allow SCC to provide advice to people who are suffering fuel poverty on things like how to put a freeze on debt or get a grant to pay it off, where to get fuel vouchers, where additional services like clothes banks are.

For residents at the 'able-to-pay' end of the spectrum it will provide advice on where they can take up schemes which provide economy of scale or match-funding etc, to help cut bills in the long term, whilst helping achieve Surrey's decarbonisation targets.

How can residents access the Surrey Energy Advice tool?

Initially, there will be a link to the tool from this page on the Surrey County Council website.

[Help to reduce your energy bills - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/help-to-reduce-your-energy-bills)

As part of our campaign we will be sharing the link with District & Borough Councils and Charities within Surrey so they can also link to the tool from their websites.

Questions & Answers

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Can I complete the questions on behalf of another person?

Yes, it is possible to complete the questions on behalf of another person as long as you know their information. At the end of the process, you will get the option to print your answers or email them, so you could use that opportunity to send them through their support options if you know their email address.

What types of questions am I likely to have to answer?

There is a maximum of 12 questions to answer. This will be less if you have an Energy Performance Certificate as we will already know some of the answers from your EPC. The questions asked will cover things like the ages of people in your household through to what is the household gross annual income. The questions are very short, so should not take long to complete. We would estimate a maximum of 20 minutes.

When I complete the questions, what happens to my data?

As you answer each question, it will temporarily store the information you provide. This is necessary because once you have completed the question set you can press a button and the system will search for suitable support options based on what you have entered. At this point, you will have options to print, email your options or simply finish the process. Surrey County Council will retain your answers in an anonymised format for quantitative reporting purposes, unless an email address has been entered. Surrey County Council will not share your email address at any time.

How are the support options kept up to date?

There is a team who are regularly checking on what is available to you and update the information as it changes. Some support options may change, some may be added and some may expire.

Where support options offer financial assistance, does that mean I will 100% get that support?

No, unfortunately the Surrey Energy Advice tool is simply a tool to help signpost you to 'possible' support options. It is not designed as a way to apply for a grant or loan. Most financial support options will require you to apply directly with the organisation offering it, so the tool will help with providing the contact details of how you can apply but it will not be able to provide a decision.

What happens if I am experiencing a problem with the Surrey Energy Advice tool?

If you encounter any problems with either accessing or using the Surrey Energy Advice tool you can email climatechange@surreycc.gov.uk.

Can I access Surrey Energy Advice on different devices?

Yes, you can. The Surrey Energy Advice tool can be accessed on desktop, mobile or tablet (iOS and Android).

Can I use the Surrey Energy Advice tool if I am a District & Borough Council?

Yes, you can. The tool is standalone so you can include the link to www.surreyenergyadvice.org.uk on your website. We are unable to share a user's individual data with you, but we will be able to share the quantitative reporting with you via a Tableau report. This is currently work in progress.

Can I use the Surrey Energy Advice tool independently of our website?

Yes, you can although this is not advisable because it means that it will be difficult to report on.

Can I use the Surrey Energy Advice tool if I am a Charity?

Yes, you can. The tool is standalone so you can include the link to www.surreyenergyadvice.org.uk on your website. We are unable to share a user's individual data with you, but we will be able to share the quantitative reporting with you via a Tableau report. This is currently work in progress. It is important to note that the advice given is only provided to residents with a Surrey postcode, so if you are looking for a wider catchment area, this may not be the tool for you.

What happens if I find a fault with Surrey Energy Advice?

If you experience any technical issues with Surrey Energy Advice, you can contact climatechange@surreycc.gov.uk who will help to get the problem resolved.

What happens if you find a problem with support options?

If any of the support options provided are factually incorrect, out of date or misleading, you can contact climatechange@surreycc.gov.uk who can investigate the issue and make sure that the necessary updates are made.

If I am a District & Borough or Charity that uses the Surrey Energy Advice tool, how can I get access to reports?

We are currently developing a mechanism for reporting and this will be circulated once available. In the meantime, please contact climatechange@surreycc.gov.uk . Please note that we are unable to share an individual's data.

What communications are supporting Surrey Energy Advice?

- Editorial will be included in the February Surrey Matters and Greener Matters newsletters
- A Press release will be circulated
- A SharePoint story will be produced for internal audiences
- We intend to produce an article that is circulated to parish councils
- Promotion will be included on digital SCC social media channels such as Facebook and Twitter as well as Nextdoor
- We intend to promote via Paid for social media advertising
- We will send to libraries to share on their channels
- It will be visible on the SCC homepage
- There will be some flyers/posters printed and distributed
- There will be communications to members, D&Bs, Community Link Officers, Community Engagement Team
- It will be included in Top Lines Brief - Member / Stakeholder bulletin

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