



Client B, a 65-year-old woman originally from Poland and an EU settler, had been receiving support from ICOS when she approached them again in September 2024 due to ongoing issues with her gas meter, billing and overall energy account management. She was registered under the Northern Gas Networks project, where her support worker, Ewa, assessed her main concerns and devised a plan to resolve them effectively.

In September 2024 Ewa registered B for the Priority Service Register as she has lung cancer and submitted her meter reading to British Gas as her meter was not transcribing through to them. Later that month, Ewa logged into B's account and discovered she was £79 in credit for gas. In October 2024, the project worker contacted the energy provider to reduce B's monthly payments by Direct Debit to £60 and provided the latest meter reading. Later, an issue with B's meter arose after a power cut, and Ewa reported it to British Gas. B was asked to take photos of the meter and send them to the project worker, who then forwarded them to the energy company.

In November 2024, Ewa continued to follow up on B's meter issue. Initially, they were unable to book an appointment due to a lack of availability. However, the project worker ensured that a gas meter reading was submitted and applied for a fuel voucher to help with B's energy costs. They successfully secured two energy vouchers from Unity in Community, each worth £49.00. Ewa managed to book an appointment with an engineer for January 24, 2025, to address the faulty electricity meter.

In January 2025, B faced another setback when the engineer's visit was cancelled due to strong winds. The project worker promptly arranged another appointment for March 17, 2025. Despite these challenges, the project worker continued to support B by submitting gas meter readings and logging into her account to monitor her balance. As of February 2025, B's account was £69.26 in debit.

By February 2025, B was able to have her electricity meter issue acknowledged and multiple appointments booked with the energy company for an engineer to attend to the faulty meter. Her monthly gas payments were reduced to a more manageable amount, and she received fuel vouchers to assist with her energy bills. Through the continuous support of the project worker, B was able to stay on top of her energy account, ensuring meter readings were submitted and appointments were managed.

B now feels more supported and secure in managing her energy account and addressing issues with her electricity meter. Thanks to the dedicated efforts of ICOS and Ewa, significant steps have been taken to ensure fair billing practices and improve the quality of customer service received. B's financial burden related to energy bills has been alleviated through continuous support and advocacy.