



## PCL Energy Services Scheme

PCL Energy Services is an **award winning** energy services scheme, which operates throughout the UK. It is a free service designed to help Registered Social Landlords (RSL's) and Local Authorities deal with energy issues affecting them and their tenants.

The scheme currently works with over 20 Social Housing Partners.

The scheme benefits RSL's and Local Authorities in three key areas:

### **Providing affordable warmth for tenants**

Energy prices are steadily increasing, hitting families on fixed incomes the hardest. By helping tenants access a lower cost supplier PCL can reduce energy bills and the risk fuel poverty.

Energy efficiency advice is also provided to tenants through written information packs and our weekday helpline.

The scheme provides a starting point to a range of other services and help we can provide to RSLs and their tenants.

### **Reducing time spent on dealing with energy issues in void properties**

This is a growing problem made more complex by the number of different suppliers and agencies involved. PCL introduces an electronic void energy management system where every supply is transferred to a known supplier. Once this transfer has occurred it is far easier to deal with energy issues relating to the property with only one contact point.

The supplier for the scheme has been chosen under an open best value tender process which incorporates price alongside customer service record.

### **Raising funding for RSL's**

Each time a fuel supply is transferred, income is generated from the supply company for use by the RSL on energy projects. This income can then be invested back into the community through community schemes or to fund other environmental projects that benefit tenants. There are **no set up costs** for RSL's to develop the service.

## Key Benefits

- Void scheme operation is managed by a computer database program (provided by PCL). This means data can be transferred instantly from anywhere in the UK. This timely transfer of information ensures properties which require additional services (i.e. meter installations) can be flagged up urgently and dealt with promptly.
- PCL has experience of managing void schemes for over seven years and has developed procedures to deal with most supply issues. The scheme is designed to work around the RSLs' operation rather than around the energy suppliers'.
- When pre-payment meter properties are transferred via PCL we request cards to be issued in the RSL name allowing properties to have credit purchased for meters so remedial work can be undertaken.
- PCL provides a range RSL specific information leaflets available in different languages to assist tenants with energy related issues. These guides cover a range of topics including procedures to ensure supply is on, reading energy meters, basic banking as well as energy efficiency.
- All operational costs are taken from income to the scheme, surplus funding from the scheme is then made available at time scales defined by the housing provider. This funding can be spent by the housing provider on projects and initiatives as it sees fit.
- Existing tenants can also join the scheme, and take advantage of the associated benefits, through a private sign up procedure..
- Ongoing monitoring of suppliers ensures that tenants receive best value.
- An account for purchasing Electricity tokens is set up for housing providers. This allows the purchase of electricity for remedial works and service checks. An RSL specific card and account number is arranged providing up to £10 for each property which can then be refunded via the utility supplier.

**For further information visit [www.pcl-energy.co.uk](http://www.pcl-energy.co.uk) or call 01733 568532**