

## CLIENTS WITH DEBT TO EDF ENERGY? VEOLIA WATER?

Ample funds are available from both the EDF Energy Trust and the Veolia Water Trust to clear debts of vulnerable customers due to low levels of applications in 2010.

TRUST FUND MONIES AVAILABLE	ELIGIBILITY
<p><b>Due to lower than usual applications two funds have additional money available for grants before year end.</b></p> <p>The <b>EDF Energy Trust</b> offers grants to current domestic account holders of EDF Energy to clear gas and/or electricity debts owed to EDF Energy.</p> <p>The <b>Veolia Water Trust</b> offers awards on a provisional basis to current domestic account holders to clear water debts owed to Veolia Water. For an applicant to be successful they must demonstrate during the 6 month period following notification of provisional award that they are taking steps to achieve financial stability and are able to meet current and future water bills.</p> <p><b>Both</b> Trusts offer Further Assistance Payments (FAPs). In exceptional circumstances grants can be awarded to clear other priority household debts or purchase essential household items.</p>	<p><b>Utility Debts</b></p> <ul style="list-style-type: none"> <li>To apply for a grant to clear debt to EDF Energy an applicant must be the current domestic account holder of EDF Energy.</li> <li>To apply for a grant to clear water debt to Veolia Water the applicant must be the current domestic account holder of Veolia Water.</li> </ul> <p><b>FAPs</b></p> <ul style="list-style-type: none"> <li>Anyone living in a domestic property supplied by EDF Energy can apply for a FAP from the <b>EDF Energy Trust</b>.</li> <li>Anyone living within the regions supplied by Veolia Water can apply for a FAP from the <b>Veolia Water Trust</b>. i.e. you do not have to be a customer of either donating company or be in debt to apply for a FAP.</li> </ul>



### \*\*NEW TRUST FUND LAUNCH\*\*

#### HELP FOR VULNERABLE CUSTOMERS OF NPOWER

We are pleased to announce that from Monday 15 November, Charis will be operating a new fund to help npower customers who are struggling to clear their gas and/or electricity debts. Initially help will only be available for customers referred by npower customer service staff. Operating in a similar way to Charis' other trusts, the fund will provide grants to clear utility debt owed to npower on a six month provisional basis. i.e. Applicants will need to prove they can keep up to date with payments for current usage during the 6 months following notification of a provisional award for their debt to be cleared. The fund will also offer FAPs. Anyone living in a property supplied by npower can apply for a FAP, they do not need to have a debt. For more information please visit [www.npowerenergytrust.org.uk](http://www.npowerenergytrust.org.uk) or email [npet@charisgrants.com](mailto:npet@charisgrants.com)

## EDF ENERGY TRUST

### ORGANISATIONAL GRANT PROGRAMME

On 1st October 9 new EDFET funded projects commenced via the Trust's organisational grants programme. Please see below for a list of those awarded and the contact details for project workers:

- **Bristol Debt Advice Centre** - Cathie Sales - t: 0117 954 3544  
e: [cathie@bdac.org.uk](mailto:cathie@bdac.org.uk)
- **East London Financial Inclusion Unit (ELFI)**  
Sandie Rustock - t: 0208 509 9310 e: [sandie@elfi.org.uk](mailto:sandie@elfi.org.uk)
- **Brighton & Hove CAB** - Craig Golding t: 01273 733390 ex:30  
e: [craig.golding@brightonhovcab.org.uk](mailto:craig.golding@brightonhovcab.org.uk)
- **Money Advice Plus** - Monita Le Roux - t: 01323 635999  
e: [monitaleroux@moneyadviceplus.com](mailto:monitaleroux@moneyadviceplus.com)
- **Thanet CAB** - Danni Crosland - 07970 320014  
e: [edfadvisor@thanetcabnet.org.uk](mailto:edfadvisor@thanetcabnet.org.uk)
- **Citizens Advice Maidstone** - Rose Lovell - t: 01622 751788  
e: [money@maidstonecab.org.uk](mailto:money@maidstonecab.org.uk)
- **Shepway CAB** - Christine Tayler - t: 01303 242215  
e: [taylerc@shepwaycab.co.uk](mailto:taylerc@shepwaycab.co.uk)
- **Guildford CAB** - Ellie McGuckin - 01483 230846  
e: [ellie.mcguckin@guildfordcab.org.uk](mailto:ellie.mcguckin@guildfordcab.org.uk)
- **Brixton Advice Centre** - Peter Turner - t: 020 7733 5908  
e: [pturner@brixtonadvice.org.uk](mailto:pturner@brixtonadvice.org.uk)

Please contact your local EDFET funded organisation for news of local presentations and training sessions on the Trust and how to complete application forms.



South East Water continue to offer 6 month provisional awards under their 'Helping Hand' Scheme to clear water and sewerage debt. If an applicant can demonstrate in the 6 months following notification of their award that they are able to keep up to date with current payments their debt to South East Water will be cleared. Only current domestic account holder of South East Water are eligible to apply.

### anglianwater assistance fund

Anglian Water also continue to operate their 6 month provisional award scheme for vulnerable customers of Anglian Water and Hartlepool Water.

Anglian Water's funded debt advisor Tanya Ramage offers advice on the Assistance Fund as well as wider financial issues. She can be contacted by telephone: 01733 887924 or via email: [awdebtadvisor@peterboroughcab.org.uk](mailto:awdebtadvisor@peterboroughcab.org.uk)

## BGET SPONSORED FUEL DEBT COURSES - DELIVERED BY THE NEA

The NEA are currently delivering BGET sponsored training courses offering fuel debt advice around the country. The one day course is free of charge and covers a wide range of topics including causes of fuel debt, switching suppliers and grants and assistance available. If you would like to attend a training course but are unable to make any of the remaining dates, the course can be delivered in-house. The EDFET will be taking over sponsorship of the training sessions in 2011. For full details of the course, bookings and a list of the remaining dates and locations in 2010, please contact NEA Training Co-ordinator Lynsey Thompson on 01912 615677 or email [lynsey.thompson@nea.org.uk](mailto:lynsey.thompson@nea.org.uk).

### WIN UP TO £500 OF OFFICE IT EQUIPMENT

Charis is offering up to £500 for office IT equipment to the charitable agency that submits the highest number of **successful** applications (including applications offered a provisional award) to the following trusts combined:

- [Anglian Water Assistance Fund - www.anglianwater.co.uk/awaf](http://www.anglianwater.co.uk/awaf)
- [British Gas Energy Trust - www.britishgasenergytrust.org.uk](http://www.britishgasenergytrust.org.uk)
- [EDF Energy Trust - www.edfenergytrust.org.uk](http://www.edfenergytrust.org.uk)
- [South East Water's Helping Hand - www.southeastwater.co.uk/helpinghand](http://www.southeastwater.co.uk/helpinghand)
- [Veolia Water Trust - www.veoliawatertrust.org.uk](http://www.veoliawatertrust.org.uk)
- [npower Energy Trust - www.npowerenergytrust.org.uk](http://www.npowerenergytrust.org.uk)

In addition there will be a £50 Waitrose/Marks & Spencer (or local equivalent) voucher, per Trust, for the agency submitting the highest number of successful applications to that Trust.

Applications received and assessed between Friday 1 October 2010 and 31 January 2011 will be counted, so please get submitting!

Email [stephaniebowler@charisgrants.com](mailto:stephaniebowler@charisgrants.com) to confirm your participation, providing your postal address, email and phone number. Only agencies that confirm their participation can win.

### BRISTOL DEBT ADVICE CENTRE'S LAUNCH EVENT

On 6th October 2010 the Energy Advice Project (EAP) at Bristol Debt Advice Centre held an event to relaunch the project. Cathie Sales reported *'Although the EAP has been running for over 5 years, our services have changed considerably over the last 6 months and so we felt it an opportune time to both celebrate the success of the project as well as to inform agencies of our new services. Since its inception the EAP has gone from strength to strength and to date almost £600,000 in grant funding has been awarded to EAP clients.'*



*The event was extremely well attended with over 25 agencies across the South West represented. We were pleased to welcome Tim Cole, Vice Chair of the EDFET as a speaker. The EDFET has funded the event since it began in 2005 and we are very grateful to the Trust for its continued support.'*

For further details of how the EAP can support people in fuel debt and fuel poverty living in the South West of England please contact Cathie or Rhianne on 0117 954 3544 or email [energy@bdac.org.uk](mailto:energy@bdac.org.uk).

### NEW TRUSTEES WANTED

The EDF Energy Trust and the Veolia Water Trust are currently searching for new trustees. EDFET are looking to appoint new trustees from London and the south of England and Veolia are looking for candidates from within the operating areas of Veolia Water - particularly Veolia Water East and South East. Trustees set policies and control and monitor the Trusts' activities. Veolia candidates should have strategic experience of the charitable sector and EDF are searching for someone with strong legal or financial skills. If you are interested in applying to either Trust, or would like further information, please email [stephaniebowler@charisgrants.com](mailto:stephaniebowler@charisgrants.com)

### NEW ONLINE APPLICATION FORM!

Charis are pleased to announce that a brand new online application form for all Trusts is due to go live in mid - November so keep an eye on the websites for details. We have taken on board your feedback and developed a more user friendly online form. Some of the new features include:

- You will be able to save the application form part completed and return to it to complete until finally submitted (the application will automatically delete if left untouched for 4 weeks)
- You will be able to attach and email supporting information e.g. proof of income, at the same time as submitting the form.
- The form has been redesigned making it easier to complete with lots of helpful tips as you go along.

The form is a vast improvement on the old style and we encourage the use of the online application over the traditional paper applications as it is a much quicker and reliable way to apply to the Trusts.

### TRUST CONTACT DETAILS

**FREEPOST RSKL-YZAE-RRHA**, npower Energy Trust, PO BOX 42, Peterborough, PE3 8XH

**Email:** [npet@charisgrants.com](mailto:npet@charisgrants.com)

**FREEPOST RRZJ-XBSY-GYRG**, British Gas Energy Trust, PO BOX 42, Peterborough, PE3 8XH

**Email:** [bget@charisgrants.com](mailto:bget@charisgrants.com)

**FREEPOST RLXG-RBYJ-USXE**, EDF Energy Trust, PO BOX 42, Peterborough, PE3 8XH

**Email:** [edfet@charisgrants.com](mailto:edfet@charisgrants.com)

**FREEPOST RSHE-ARTT-AAUE**, South East Water's Helping Hand, PO BOX 42, Peterborough, PE3 8XH

**Email:** [vwt@charisgrants.com](mailto:vwt@charisgrants.com)

**FREEPOST RSHH-JKZA-HAUU**, Veolia Water Trust, PO BOX 42, Peterborough, PE3 8XH

**Email:** [awaf@charisgrants.com](mailto:awaf@charisgrants.com)

**Anglian Water Assistance Fund**, PO BOX 42, Peterborough, PE3 8XH

**APPLICATION REQUEST LINE: 01733 421060 SWITCHBOARD: 01733 421021 WEB: [www.charisgrants.com](http://www.charisgrants.com)**

**Please ensure we have your email address for future newsletter mailings. Organisation details should be emailed to [stephaniebowler@charisgrants.com](mailto:stephaniebowler@charisgrants.com)**