

# **CHRISTMAS NEWSLETTER 2024**

## **HEAT X OCTOPUS CONTRACT**

# WELCOME!

## CHRISTMAS NEWSLETTER 2024

Hello everyone, we are happy to welcome you to our Christmas Newsletter.

Starting with some exciting news, The Partnership Team has a new manager, Liam Cutkelvin. Liam is the Communications and Engagement Manager at TWG so the move made sense. Additionally, we have been joined by Sophie who is a Digital Engagement Executive. Together we have come up with a great strategy to ensure that we can help as many people as possible.

The Team have been attending multiple events across the UK which have been amazing. Referral numbers are increasing day by day but we still need a huge push to get to our target of **5000 people supported by the end of January 2025!**

Please refer anyone that would benefit from the service using the link. Referring them now means that we can support them ahead of Christmas. We are accepting referrals using the following link.

Referral Link: [Octopus Referral Form \(office.com\)](#)

Thank you for the continued support!

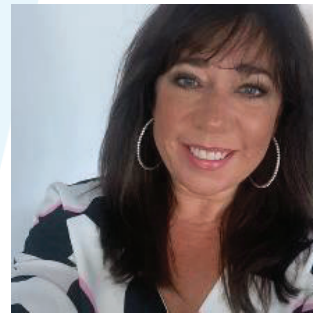
HEAT Partnership Team



Kate Merrick



Sarah Kelly



Heather Coulthard



Ann Nye

## SPOTLIGHT ON SOME OF OUR TOP REFERRERS

1. INGEUS - 57 REFERRALS
2. ONE MANCHESTER - 47 REFERRALS
3. JIGSAW HOMES - 20 REFERRALS
4. MIDDLESBROUGH COUNCIL - 17 REFERRALS
5. WARRINGTON COUNCIL – 15 REFERRALS
6. LIVERPOOL CITY REGION – 9 REFERRALS



### CASE STUDY-THIS IS WHAT RELATIONAL MENTORING LOOKS LIKE

-Customer J had accumulated a substantial amount of debt on her electric meter, and was barely managing to top up her gas.

-Suffering from some physical ailments, going without heating would have exacerbated her condition, and she was worried about becoming ill.

-When I took on her case, she had only a few pounds left on her gas and was incredibly worried about how to cope in the winter.

-On a call with J and her supplier, I checked what kind of smart meter she had and asked if they could simply change it to pre-payment mode to allow for a smooth transition from credit to pre-payment. J felt reassured to know that it could be done relatively quickly, and that I would chase for feedback in the event of any delays. J was also happy to learn that she could be put on a low recovery rate, which would allow her to pay back her debt at an affordable rate once she had her meter switched to pre-payment.

-To address the immediate fuel crisis with her gas, I issued a post office voucher to allow J to top up £150. J was delighted as it meant she no longer had to worry about switching her heating on. She said she was so grateful for all my help. It was truly a privilege to be able to make an immediate difference to this lady's life.

### GALLERY

