| **Champion / Volunteer name** | **BESN organisation name** | **Date** |
| --- | --- | --- |
|  |  |  |

| **Consumer full name:** |
| --- |

|  | **Question** | **Circle as applicable** | | | |
| --- | --- | --- | --- | --- | --- |
| **1** | As a result of today’s event can you tell us if you intend do any of the following: | **Yes, I have already done this** | **Yes, I intend to do this** | **Yes, but with further help** | **No** |
| **a** | Switch electricity supplier or tariff |  |  |  |  |
| **b** | Sign up for the Warm Home Discount scheme |  |  |  |  |
| **c** | Sign up for the Priority Service Register |  |  |  |  |
| **d** | Take energy efficiency measures around the home |  |  |  |  |
| **e** | Apply for a grant or debt write-off fund |  |  |  |  |
| **f** | Take another action |  |  |  |  |
| **g** | Take no action |  |  |  |  |

| **Outcomes from action taken on the day of the surgery** | |
| --- | --- |
| Annual estimated cost saved by switching **on the day of the surgery** – **do not complete this section if the consumer has not switched on the day of the surgery** | £ |
| Identified eligibility for **previously unclaimed** Warm Home Discount (tick) |  |
| Annual estimated saving from action taken **besides switching** (including debt write off, application for WHD, energy efficiency measures, other benefits, etc.) | £ |
| Was the consumer referred on to any other service (please note)? |  |

*Please retain this sheet for reporting and auditing purposes*

| **phone 2_heritageblue.png Big Energy Saving Network follow up**  To help us evaluate the work that we are doing Citizens Advice may contact you at a later date. We will only do this to ask for your feedback about the Big Energy Saving Network event you attended and any actions you have taken as a result. Sometimes we use a trusted research partner to help us to do that.  Once the evaluation of the project is complete we will delete your data.  To help us conduct this evaluation we need the following information:   | **First Name:** |  | | --- | --- | | **Last Name:** |  | | **Email address:** |  | | **Phone number (include area code):** |  | | **Can we leave a voice message or send a text message?** |  |   **Please tick to indicate that you understand the above and are happy to supply this information:**  **☐ Yes** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

*Please provide the following for the consumer to take away with them*

**Confirmation of Advice**

Thank you for participating in a one to one advice session. This advice session has been designed to equip you with information about energy tariffs; energy efficiency measures; and to assist you in making informed decisions about your energy use. This form provides you with a summary of the advice you have received and the actions you have taken or intend to take as a result. The advice and guidance you have received today is delivered through the Big Energy Saving Network, a programme funded by Citizens Advice. If you have any questions about the Big Energy Saving Network please contact besn@citizensadvice.org.uk.

| Date |  | Venue |  |
| --- | --- | --- | --- |
| Today your adviser was |  | From the organisation |  |
| You can contact them using these details |  | | |
| Summary of advice you received today |  | | |
| Estimated savings you made/could make |  | | |
| Cost saving actions for you to take |  | | |