



Champion / Volunteer name	BESN organisation name	Date

## One-to-One Advice – Record Sheet

Consumer full name:
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Action taken on the day of the surgery	
Consumer switched supplier/ tariff / payment method <b>on the day of the surgery</b> (tick)	
Annual estimated cost saved by switching <b>on the day of the surgery</b> – <b>do not complete this section if the consumer has not switched on the day of the surgery</b>	£
Consumer agreed to review and consider supplier/tariff/payment options (tick)	
Identified eligibility for <b>previously unclaimed</b> Warm Home Discount (tick)	
Identified <b>previously unregistered</b> eligibility for the Priority Service Register (tick)	
Consumer identified as eligible for Energy Company Obligation assistance (tick)	
Other Action – please state (such as energy debt write off)	
Estimated annual saving through ‘other action’ such as energy debt write off	£
No action taken (tick)	

Please retain this sheet for reporting and auditing purposes.

You are under no obligation to provide the information on this form, but the information you provide will enable the delivery of advice and guidance under the Big Energy Saving Network ("BESN") and for auditing purposes.



### 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:

<b>Name:</b>	
<b>Email address:</b>	
<b>Phone number (include area code):</b>	
<b>Can we leave a voice message or send a text message?</b>	<b>Yes / No</b>

**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](mailto: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			