

FREQUENTLY ASKED QUESTIONS

1. WHAT IS THE LECCY?

The Liverpool Energy Community Company (the LECCY) is a not-for-profit energy company selling low cost electricity and gas.

2. WHY HAS THE LECCY BEEN LAUNCHED?

The LECCY is being brought to you by the Mayor of Liverpool and Liverpool City Council to offer lower cost energy to residents, improve home energy efficiency across the city and enable the Council to develop further innovative energy services for the benefit of residents in the future.

Liverpool residents are facing the perfect storm with the combined impact of escalating fuel bills, welfare reforms and historically low household income. One in seven Liverpool households already live in fuel poverty (compared to one in ten nationally) and this is set to increase. 70,000 (one in three) households in the city are forced to use costly prepayment meters (paying on average over £200 more/year).

The LECCY will also support local businesses by encouraging them to switch tariffs by offering an easy to use switching service and by helping them to compare energy costs.

3. HOW WILL THE LECCY WORK?

The LECCY will sell gas and electricity on an **ethical not-for-profit** basis. Our priorities will be to offer lower cost energy, replace costly prepayment meters with SMART pay-as-you-go, help residents to switch from pre-payment to direct debit tariff and reach those vulnerable residents who suffer the most and are less likely to use switching sites.

High quality customer service will be key to the LECCY offer. It will help residents to manage utility bills, offer sensitive and appropriate debt recovery processes, give advice on energy saving measures and will signpost to other support.

By replacing traditional prepayment meters with smart pay-as-you-go, residents will be able to monitor their energy use and have a wide choice of ways to top up, including online, by phone and by text, as well as all the traditional ways, such as PayPoint.

Where a pay-as-you-go customer wishes to switch to credit mode, the customer's payment history will be used to decide whether this is possible, rather than relying on outside credit agencies. Smart pay-as-you-go meters will also be able to be switched to credit mode remotely, free of charge.

Brought to you by



Mayor of
Liverpool

4. WILL THE LECCY COST THE COUNCIL MONEY?

Liverpool City Council is partnering with Robin Hood Energy Ltd, a not-for-profit licensed energy supplier established by Nottingham City Council. This approach has been taken to minimise risks, keep costs to Liverpool City Council to a minimum and make sure that prices for customers are kept as low as possible. There are no shareholders or directors' bonuses.

5. WILL THE LECCY SELL BOTH GAS AND ELECTRICITY?

Yes

6. WHAT TARIFFS WILL THE LECCY OFFER?

The LECCY currently offers three tariffs (new tariffs coming soon):

LECCY Fixed

LECCY Variable

LECCY PAYG (Pay as you go)

7. HOW DO CAN CUSTOMERS SWITCH?

Switching is easy. Call the LECCY free on 0800 023 4171 or go online

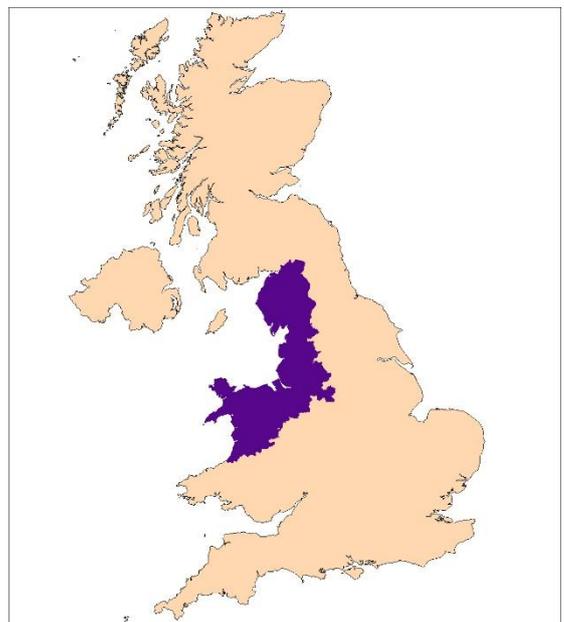
www.theleccy.co.uk. Customers simply need to have a recent copy of their energy bill.

8. WHO CAN BENEFIT?

The LECCY is available to residents living in Liverpool and the surrounding area.

The LECCY is available in all or part the following counties:

- Anglesey
- Caernarfonshire
- Ceredigion
- Cheshire
- Cumbria
- Clwyd
- Denbighshire
- Flintshire
- Gwynedd
- Lancashire
- Merioneth
- Merseyside
- Montgomeryshire
- North Yorkshire



- Powys
- Shropshire
- Staffordshire

9. HOW WILL THE LECCY HELP PEOPLE SUFFERING FROM FUEL POVERTY?

Our priorities are to offer lower cost energy, replace costly prepayment meters with SMART pay-as-you-go, advise customers on how to switch from prepayment meters to cheaper direct debit tariffs and reach vulnerable residents who often suffer the most and are less likely to use switching sites.

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By replacing traditional prepayment meters with smart pay-as-you-go, residents will be able to monitor their energy use and have a wide choice of ways to top up, including online, by phone and by text, as well as all the traditional ways, such as PayPoint. Where a pay-as-you-go customer wishes to switch to credit mode, the customer's payment history will be used to decide whether this is possible, rather than relying on outside credit agencies. Smart pay-as-you-go meters will also be able to be switched to credit mode remotely, free of charge.

10. IS THIS JUST FOR CUSTOMERS IN FUEL POVERTY?

No, the low cost LECCY tariffs are available to everyone who lives within Liverpool and the surrounding area.

11. WHAT ARE THE BENEFITS OF BECOMING A LECCY CUSTOMER?

With the LECCY as your supplier, you'll enjoy lots of great benefits:

- Protection from price rises with our fixed price tariffs
- Straightforward billing so you stay in control of your energy use
- On each monthly bill, we'll tell you what our cheapest tariff is
- An easy-to-use online service so you can manage your account securely in one place, whenever you need to
- Free phone calls to trained Customer Service Officers here in the UK to help and support you
- Practical energy tips to help save you money
- Switching that is easy and hassle free.

12. WILL I NEED TO CONTACT MY CURRENT SUPPLIER?

No, you don't need to worry – we'll contact the supplier for you and make the necessary arrangements to get you onto your chosen LECCY tariff.

13. HOW LONG WILL IT TAKE TO SWITCH?

Switching usually takes between three to six weeks in total and includes a fourteen day cooling off period once you agree a contract with us.

14. WILL I BE WITHOUT ENERGY SUPPLY WHEN I SWITCH?

We guarantee that your energy supply will not be affected by the switching process. There will be no disruption to your supply.

15. HOW DOES THE SWITCHING PROCESS WORK?

Once customers have agreed to join the LECCY either online, by phone or via a switching site, they have 14 calendar days to change their mind. This is known as a 'cooling off period.' Shortly after agreeing to switch to the LECCY customers will receive a 'welcome pack' which details their tariff unit rate, standing charge and term, the terms and conditions of energy supply and a copy of a 'services to you' leaflet.

Once the cooling off period has ended, the customer's current supplier will be notified of their intention to switch to the LECCY and the switching process will begin. Customers don't need to do anything further at this stage. A few days before the supply start date, customer will be contacted via text and/or email to request an up-to-date meter reading. This is used to open a new account. The first bill / statement will be produced a month after the supply start date and each month thereafter.

16. WHAT DO CUSTOMERS DO IF THEY CHANGE THEIR MIND?

During the cooling off period customers have 14 calendar days to change their mind. If they wish to stay with their current supplier they will need to contact the LECCY to stop the switching process. They can do this either by call the Freephone number 0800 023 4171, which is free from landline and mobile, or by visiting the website www.theleccy.co.uk Should they change their mind once they have become a LECCY customer, they can change supplier via the normal channels.

17. WHAT SERVICES DO YOU PROVIDE FOR CUSTOMERS WITH SPECIAL REQUIREMENTS?

We want to ensure that all our customers receive the best possible service to meet their needs. If you have special requirements, you can add your details to the Priority Services Register. This is a list of customers who may need additional support.

Customers who qualify for the Priority Services Register include:

- Customers of pensionable age
- Disabled customers
- Customers who have long term health issues
- Customers who are in a vulnerable situation

As well as letting you know about service changes or outages (to ensure you have resources to cover any equipment you may need), we'll provide a meter reading service if you are unable to read your meter yourself, and provide large print or Braille bills where required. If you'd like to join the Priority Services Register, or find out more, please call Customer Services.

18. WHAT WILL HAPPEN TO THE DEBT I HAVE WITH MY CURRENT SUPPLIER?

If you have a bill outstanding for more than 28 days or owe them money, your current supplier may object to you leaving them. They must let you know within a few days why they object and what needs to be done. We can help and support you throughout this process. Just because you have a debt, it doesn't necessarily mean you can't switch.

19. WHAT ADDITIONAL SUPPORT IS OUT THERE TO HELP ME IF I AM STRUGGLING TO PAY MY ENERGY BILLS OR LIVING IN A COLD HOME?

Liverpool City Council's Healthy Homes can provide free help and advice if you are struggling to pay your bills, and energy saving tips to keep your home warm and bills low. They can also provide small measures that will help improve the energy efficiency within your home. For more information call Freephone: 0800 012 1754 or email healthyhomesprogramme@liverpool.gov.uk

20. DO YOU OFFER CUSTOMERS THE WARM HOME DISCOUNT?

The Warm Home Discount is a Government payment of £140 off electricity bills. If someone meets the eligibility criteria, the money isn't paid to them - it's a one-off discount on their electricity bill between October and April via their energy provider. For more information visit www.gov.uk/the-warm-home-discount-scheme/

Applications for energy providers to join the Warm Home Discount scheme 2017/18 closed in February and the LECCY hopes to be able to offer this or a similar discount in the future. When a customer contacts the LECCY, either through the website or via the call centre, the first question they will be asked is whether they are eligible for Warm Home Discount. If the customer is unsure, we will explain the eligibility criteria and the value of the rebate. Where the customer is eligible for the Warm Home Discount and the LECCY won't provide the best deal for them, we will advise the customer to use a whole-of-the-market comparison site to find the best deal for them or to contact their local Citizens Advice Bureau.

Liverpool City Council's Liverpool Citizens Support Scheme exists to help vulnerable people in short term crisis and the Urgent Need Award covers food, essential items for children, essential clothing, fuel costs or help where you have suffered an emergency or crisis, for example, a fire or flood. Applications can be made Monday to Friday, 8am to 8pm by calling 0800 456 1523 or 0151 233 3053.

21. WHAT IS A SMART METER?

Smart meters connect wirelessly to both the LECCY customer services and an In Home Display unit (IHD). The IHD unit sits in your home and allows you to see in real time how much energy you are using which gives you better control over your energy use.

22. WILL THE LECCY CUSTOMERS HAVE TO HAVE A SMART METER?

Smart meters are a new kind of gas and electricity meter being introduced across Britain as part of a government scheme. You don't have to accept a smart meter if you don't want one. If you refuse one when you are offered, you might find it hard to access all tariffs. This is because in future the cheaper tariffs might only be available to customers with smart meters.

23. HOW WILL THE LECCY LINK TO THE MERSEYSIDE COLLECTIVE SWITCH?

The Collective Switch is now closed and the next switch is due to take place again in Autumn 2017. Liverpool City Council is considering how it can support its residents to secure the best energy deals for them.

24. WILL THE LECCY OFFER RENEWABLE ENERGY?

The LECCY doesn't currently offer a green energy tariff, though it is something we hope to be able to provide in the future. LECCY customers will be able to switch to this tariff, should they wish to, as soon as it becomes available.

25. HOW I CAN FIND OUT MORE INFORMATION ABOUT THE LECCY?

Go online at www.theleccy.co.uk or ring 0800 023 4171.