

## Changeworks Training and Personal Development

<b>Course Title</b>	<b>Home Fuel Billing</b>
<b>Course outline</b>	Looking at issues around household fuel bills, this course explores different payment methods, switching supplier, supplier services and tackling common problems.
<b>Objectives</b>	<p>The information on utility bills is generally obscure and with some direct debit tariffs almost impossible to understand.</p> <p>This course sets out to:</p> <ul style="list-style-type: none"> <li>• Provide an understanding of how energy is supplied and billed to householders:</li> <li>• Provide an understanding of the pros and cons of different ways to pay and the payment methods available</li> <li>• Provide an understanding of how prepayment meters work</li> <li>• Know how to make the most of the market: e.g. what services are available from energy suppliers, including social tariffs and discounts, and how to choose and switch energy supplier</li> <li>• Provide practical advice on how to tackle common fuel billing problems (e.g. erroneous bills, debt recovery tactics)</li> </ul>
<b>Learning Outcomes</b>	<p>By the end of the training, the participant would be better able to:</p> <ul style="list-style-type: none"> <li>• Understand the home fuel billing system</li> <li>• Know where to find information and how to tackle problems that arise</li> <li>• Control their energy use and consumption</li> </ul>
<b>Sessions</b>	<ul style="list-style-type: none"> <li>• Gas and electricity infrastructures</li> <li>• Billing cycles and meter readings</li> <li>• Payment methods</li> <li>• Understanding and addressing common billing</li> </ul>

	<p>issues</p> <ul style="list-style-type: none"><li>• Understanding and addressing different types of debt</li><li>• Prepayment meters</li><li>• Switching suppliers and understanding the market</li><li>• Priority Service Register</li><li>• Suppliers social obligations</li><li>• Helpful schemes and deals</li><li>• Casework and trouble shooting</li></ul>
<b>Course cost</b>	£99 plus VAT

To book a place, click [here](#) for the booking form