

Western Power Distribution - Community Matters Fund
Guidance Pack for Fuel Poverty Applications

Eligibility Criteria

What organisations are eligible to apply for funding?

The following types of organisations can apply:

- Constituted charitable organisations with no charity number
- Non-profit companies limited by guarantee
- Registered charities
- Local government organisations, including county councils; district, borough or city councils; unitary councils; metropolitan boroughs; and parish or town councils.

Organisations must be based and projects must be delivered in one of the following regions:

- East Midlands
- West Midlands
- South West England
- South Wales

What projects are able to be funded?

Applications must meet the following criteria to be considered for funding:

- Funding must be spent by 31st March 2022
- Project must be delivered by 31st March 2022
- We wish to fund the full project costs or a specific part of a larger project

Applications must meet a minimum of one of the following funding themes:

- Supporting individuals to access support with fuel payments, including, but not limited to, accessing winter fuel discounts and Social Fund schemes
- Providing energy tariff advice and switching
- Providing energy efficiency or heating solutions
- Expanding existing services that work to combat fuel poverty
- Training for staff or volunteers to look out for signs of fuel poverty among their clients or to complete qualifications, such as City and Guild Level 3 in Energy Awareness

- Supporting individuals or small businesses to access information about low carbon technologies (e.g. solar panels, electric vehicle chargers, heat pumps etc.)
- Innovative approach to combating fuel poverty

The following funding limits are in place for applicants:

- Constituted charitable organisations with no charity number: up to £2,000
- Non-profit companies limited by guarantee: up to £2,000
- All other organisations: up to £10,000
- An organisation cannot apply for funding equivalent to more than 50% its most recent annual income

What projects won't be funded?

- Organisations based outside of the regions listed above
- Individuals
- Political parties or party-political activities
- Academic institutions
- Sponsorship
- Medical research, clinical treatment, medical staff and equipment
- The promotion of religion
- Animal welfare
- Distribution of grants/funds to individuals or other organisations
- Contributions to larger projects where the funding request does not relate to specific, fuel poverty relevant part of the project

Frequently Asked Questions

What is fuel poverty?

Fuel poverty can be defined as the condition of being unable to afford to keep one's home adequately heated. It generally relates to households that must spend a high proportion of their household income to keep their home at a reasonable temperature. The key factors that can contribute to fuel poverty are:

- The energy efficiency of a property
- The cost of energy
- Household income

Why are you focusing on fuel poverty this year?

Fuel poverty is impacting the most vulnerable in our communities and Western Power Distribution wants to provide immediate local support to its customers and its communities. The fund will directly support community organisations who are working at the grassroots to support vulnerable people and families who are still recovering financially from the pandemic and face difficult times when heating their homes this winter. With three million households across the UK already in fuel poverty, Western Power Distribution is keen to continue to support local communities in the areas it serves.

As an energy firm, what are you doing to help your customers who are struggling with their energy bills and in fuel poverty?

Western Power Distribution believes everyone should enjoy a warm and happy home, so they're doing more to support their customers and fight fuel poverty.

In addition to launching their annual £1m Community Matters Fund, Western Power Distribution runs [Power Up Projects](#), the [Affordable warmth project](#) and the [Priority Service Register](#). These all provide extra support to customers in need.

Western Power Distribution is a network provider, not a utility, so they don't deal directly with customers. However, they work with a wide range of expert partners to provide information, advice, guidance and support to help those who need it.

Western Power Distribution have developed two schemes to support those experiencing fuel poverty:

1. The '[Power Up](#)' fuel scheme connects vulnerable customers with independent organisations who can support them to save money and keep warm. Since 2013, they've helped thousands of customers to save millions on their bills.
2. The '[Affordable Warmth](#)' project connects customers with a range of regional partners with fuel poverty projects. These local initiatives can help customers cut energy costs.

Customers can get support with:

- Managing debts and making repayments
- Moving to a more suitable tariff
- Making home improvements and upgrades that improve energy efficiency

- Upgrading heating systems, including installing a new boiler
- Access to additional safety support, including mobility aids and fire safety checks

As well as information, our partners provide information on any funding, such as grants available to lower the costs of energy improvements.

We can also provide information on how homeowners can use energy most effectively. Even small changes can have a significant impact on energy bills, so the savings can soon add up.

The Priority Service Register (PSR) provides extra support during a power cut if you need it. The PSR is suitable for elderly, very ill or disabled people, or those who rely on power for medical equipment.

The PSR is free to join and it provides:

- A dedicated and direct number you can call during a power cut to get straight through to WPD.
- Agree on a password with you before we visit, so you know you can trust the person at the door.
- Provide special help through the British Red Cross if you need it.
- Keep you up-to-date on any planned interruptions to your power supply.
- Stay in touch with you during an unplanned power cut, including advice on how long it will last.

How can I make sure that my organisation is based in an eligible area?

To be eligible for funding you must be based in an area where Western Power Distribution distributes electricity. Please double check you are eligible by entering your address via this link: <https://www.westernpower.co.uk/our-network/distribution-area-search>

Our charity covers multiple regions served by Western Power Distribution. Can we apply multiple times?

No. We are only able to fund an organisation once; however, your application can deliver activities and benefits across multiple regions, provided that they are all served by Western Power Distribution.

We are based outside of a region served by Western Power Distribution; however, we deliver services in an eligible region. Can we apply?

No. Organisations must be based in a region served by Western Power Distribution. Please double check you are eligible by entering your address via this link:

<https://www.westernpower.co.uk/our-network/distribution-area-search>

We are supporting people who are struggling with fuel poverty, how can I check whether our project meets your criteria?

You can find out about the eligibility criteria and funding themes within this document. Further information is available on the Localgiving website [here](#). If you have further questions please contact the Localgiving Help Desk on 0300 111 2340 or via help@localgiving.org. Our phone line is open Monday to Friday between 10:00am and 4:00pm

Is there a limit on what annual income an organisation can have to be eligible?

There is no limit to the annual income an organisation must have to be eligible to receive funding.

When can I apply for funding?

Organisations will be able to apply for funding between Tuesday 2nd November until Monday 22nd November 2021.

When does my project need to start and end?

There is no defined date that your project needs to start by; however, your project must be completed by Thursday 31st March 2022.

What date do I need to spend the funding by?

All funding is required to be spent by Thursday 31st March 2022.

When will I find out about the outcome of my application?

You will hear the outcome of your application by Tuesday 14th December 2021.

When do I need to return monitoring?

You will be required to complete our monitoring form by Saturday 30th April 2022. This will include information about the delivery and the success of your project.

Can I use funding from other sources to deliver my project?

We are primarily looking to fund whole projects combating fuel poverty. However, we are happy to fund a specific part of a larger project, provided that it has its own measurable outcomes that solely combat fuel poverty. Given the tight delivery timeframes for projects funded by the Community Matters Fund, all other funding for your larger project must be secured at the time of your application.

What do you mean by a 'larger project'?

A 'larger project' is one that has wide community benefit goals. Part of the overall 'larger project' must focus on combating fuel poverty.

To receive funding from the Community Matters Fund, you will need to show how the funding request you are making covers specific activities and outcomes relating to the funding themes. We expect this to be a specific part or stage of your 'larger project'.

Can I apply for funding for core costs?

This fund is looking to deliver project funding. Therefore, applications looking solely for funding for core costs are not eligible. Please note, we are happy to fund running costs related to project delivery, such as management, staff and utilities.



How do I get help with my application if I have a question?

You can contact the Localgiving Help Desk on 0300 111 2340 or via help@localgiving.org. Our phone line is open Monday to Friday between 10:00am and 4:00pm

How does the free membership with Localgiving work?

If you are not an existing or past member of Localgiving, and you are successful with your funding application, you will be provided with a complimentary annual membership with Localgiving. With the membership, you will be provided with access to Localgiving's suite of online fundraising and crowdfunding tools, along with access to other funding opportunities.

Unfortunately, Localgiving is not able to provide its free membership to statutory organisations. This will not impact your funding application in any way.