

## Citizens Advice South Hams Energy Advisor receives national award in the House of Commons



Lin Etherden with Dr Sarah Wollaston MP at the Heat Hero Awards in the House of Commons January 23<sup>rd</sup> 2019

Lin Etherden from Citizens Advice South Hams was presented with a national Heat Heroes Award at a ceremony on the 23<sup>rd</sup> January in the House of Commons. The awards are organised by fuel poverty charity National Energy Action and recognise people for going above and beyond in helping people to reduce their fuel bills and to stay warm and healthy at home. There were 15 other awardees from across the UK at the ceremony, all recognised for tackling fuel poverty in different ways.

Lin was nominated for the award in recognition of the hundreds of local people she has helped over the last couple of years. She is passionate about social

justice and is proactive in reaching the most vulnerable in the South Hams. Lin helped more than 200 low income households to save an average of £703 each in energy bills, income maximisation and other savings. £184,000 in debt was also written off due to her intervention.

An experienced Citizens Advice advisor, Lin is also a qualified Domestic Energy Assessor. She helps householders sort out their fuel bills, reduce fuel debt, apply for grants for home improvements and link up with other support services. Lin said, “Hidden beneath the beauty of the South Hams are properties that are poorly insulated, often difficult to heat and troubled with mould and damp. Fuel poverty is a real concern in our part of the world and it’s really important that people come forward to seek help.”

Janie Moor, CEO of Citizens Advice South Hams says, “Lin is dedicated to making sure she gets the best outcome for each and every person. Initially, she stabilises what are very often volatile situations. She then works with the client, often over many months. She is approachable, non-judgemental and takes a holistic look at each case. She develops a rapport and gains the trust of the client, helping build their skills and confidence so that they are more able to resolve their problems in the future.”

Citizens Advice is the statutory consumer champion for energy and is leading the campaign to make people aware of how much energy they are using and are charged for.

If you would like to find out more, call Citizens Advice South Hams, energy efficiency team on 01803-659733 or email [energy.advice@southhamscab.org.uk](mailto:energy.advice@southhamscab.org.uk)