



CASE STUDY - MR C



Thanks to the Green Doctors Mr C now has both heating and hot water and the means to pay for both his gas and electricity!

Mr C was referred by his local Councillor to the Green Doctors service, who then spoke to Mr C over the phone to discuss the issues he's facing regarding his heating costs, and established that he is over £500 in debt to his gas supplier SSE.

Mr C uses prepayment meters for both his gas and electricity, using a gas boiler as well as a gas fire that unfortunately hadn't been working for some time, and despite his friends and family trying to contact his gas supplier on his behalf, he was still struggling with his gas supply.

Together the Green Doctors and Mr C contacted SSE to arrange for his outstanding debt to be cleared. Due to health conditions Mr C wasn't able to go out to a PayPoint vendor to do this, so a member of the Green Doctors team arranged to collect Mr C's card and pay off his remaining debt for him.

There was a small debt remaining which was resolved by a payment from the Home Plus fund that has been set up during the Covid-19 crisis. Whilst this was happening another of the Green Doctors was liaising with the Leeds City Council Heating and Gas team, who organised for an engineer visit Mr C's house on the same day and re-commission his boiler. Thanks to the Green Doctors Mr C now has both heating and hot water and the means to pay for both his gas and electricity!



FOR MORE INFORMATION CONTACT

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