Fuel poverty and energy efficiency policy: lessons from the UK

Dr Carolyn Snell
Department of Social Policy and Social Work
University of York, UK

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‘’not being able to afford the things that you need just to have a comfortable life...being cold all the time and not being able to afford things like bread and milk’

I’ve arranged with the [company] that my electric doesn’t go off at all even though I pay through a top up meter, it’s not meant to go off at all but it does...I have a daughter that’s on a feeding machine...she’s fed every night for 12 hours’
Lessons from the UK

UK policy delivers fuel poverty support through the private sector. 5 policy failures as a result:

1. The numbers game
2. Problems of eligibility
3. Problems finding people in need
4. Policy fails to understand people’s needs
5. Policy delivery is uneven
Lessons from the UK

‘If you want us to deliver based on cost I think we can do a good job...we can reduce the cost of delivery...if you want us to deliver based on need...it’s not the best as we will turn away a lot of people because they’re too expensive to deliver to’

[Energy Company 2018]
‘’not being able to afford the things that you need just to have a comfortable life...being cold all the time and not being able to afford things like bread and milk’’ [Interview 8 2014]

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Thanks

carolyn.snell@york.ac.uk

@Carolyn_Snell

@SPSW

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