

EDF Energy Trust

Annual Report & Accounts
Year ended 31 December 2014



helping those in need



Chair's Report

I am pleased to present the EDF Energy Trust's (the Charity) 2014 Annual Report.

The EDF Energy Trust was the first utility trust of its kind to launch. This is the Charity's eleventh year of operation and

working in partnership with EDF Energy, the Charity continues to maximise the support available to help customers who are struggling to meet their energy bills due to sudden hardship and/or unable to meet or pay charges for their necessary energy consumption. Assistance has also been given to new customers of EDF Energy who have gas and electricity debts to other energy suppliers where appropriate.

In addition to granting awards for energy charges, the Charity has continued to assist with other priority household debts. Financial Assistance Payments (FAPs) are awards for the purchase of energy efficient white goods and Bankruptcy / Debt Relief Order / Minimal Asset Process / Sequestration fees.

During 2014 the Charity supported three money advice organisations - Plymouth CAB, Thanet CAB and Talking Money (Bristol). These organisations help both customers and non-customers of EDF Energy who are in need by providing direct contact holistic money and debt advice. During 2014 these three organisations helped over one thousand individuals, managed over £4.5m worth of debt and submitted over eight hundred applications to the Charity which result in awards totalling over £600k.

Overall, this programme aims to provide help and assistance to EDF Energy's vulnerable customers who are most in need. It seeks to help customers receiving grants to remain energy debt free following their award; reduce their energy consumption and to keep up with other priority bill charges.

Trustees were pleased to have been able to provide financial help to over 4,000 individuals and families in 2014 which was a 48% increase on the number of awards made in 2013. However the number of applications received during 2014 increased by 15% increase on the previous year and it was thanks to an additional donation from EDF Energy which enabled the Charity to assist more people. The total expenditure of the Charity during 2014 was £3.47m, which is the highest level achieved to date.

It is incumbent on Trustees to seek the most cost effective way of assisting the maximum number of people possible and I would like to take this opportunity to thank my fellow Trustees for their continuing commitment and enthusiasm during 2014. We were sorry to lose Steve Meakin, who stepped down in July 2014 following six years' service and I would like to record my personal thanks for the very sound advice and contributions he made during this time. We were delighted to appoint two new Trustees - David Hawkes and Vic Szewczyk - and look forward to their involvement. Furthermore, I would like to thank the staff at Charis Grants for their services in administering the Charity and for the highly valued support and the guidance they provide to Trustees.

Finally, on behalf of the Trustees, I would like to express our sincere thanks to EDF Energy for their continued financial support and generosity, without which the Charity would not be able to help those most in need.

Denice Fennell MBE
Chair, EDF Energy Trust

Achievements in 2014

- The Charity received and assessed 10,144 applications in 2014 an increase of 15% on 2013's figures.
- 4,036 awards were made to individuals and families in need totalling £2.66m, a 48% increase on the number of awards made in 2013.
- A total of £241k was awarded in grants to organisations.
- The Charity worked in partnership with EDF Energy throughout 2014 to provide wider debt advice and support to applicants to the Charity to help them remain free of energy debt.

'Thank you so very much for helping me, it is a huge worry off my mind. I am so happy with my new fridge freezer. When my daughter and I have our cereal in the morning with cold milk it is such a delight and we are now able to buy fresh food rather than tinned food.'

Applicant was awarded a new energy efficient fridge freezer.



'I have just opened your letter and I am crying tears of joy and relief as I write this, there are no words to express the impact your financial support has had on my families lives and our mental wellbeing. Thank you for helping us make a fresh start.'

Applicant was awarded £2,896 to clear her gas and electricity arrears



What we do

The Charity was established in 2003 and was the first charitable energy trust of its kind operating throughout Great Britain. The Charity is funded by EDF Energy but is entirely independent of its donor company and governed by a Board of independent Trustees who give their time voluntarily. The administration of the Charity is undertaken by Charis Grants Ltd. (Charis) on behalf of Trustees.

The Charity awards grants via its Individuals and Families Programme and Organisational Grants Programme. In addition, applicants can benefit from the Charity working with partners, such as debt advice agencies to enhance any benefit of grant. The Charity also works with EDF Energy to help ensure applicants can manage their energy bills going forward.

1. Individuals and Families Programme

The Charity's Individuals and Families Grants Programme is aimed at relieving poverty, particularly among those who are unable to meet or pay charges for their domestic supply of energy and those considered vulnerable e.g. terminally ill or elderly. Grants are awarded with the aim of stabilising an applicant's finances allowing them the opportunity of a fresh start and the ability to become financially sustainable and keep on top of current charges. Grants are awarded to:

- clear gas and electricity debts;
- purchase essential energy efficient white goods;
- bankruptcy / DRO / Sequestration and Minimal Asset Process (MAP) fees;
- note these latter two are known as Further Assistance Payments (FAPs).

2. Organisational Grants Programme

In addition the Charity also awards grants to charitable organisations to provide independent money advice services and education for the prevention and relief of poverty, particularly in relation to:

- provision of specialist money / debt advice and resolving energy debt problems for all clients;
- supporting EDF Energy customers to apply to the Charity where appropriate;
- promoting the Charity to local organisations, developing partnerships for referrals;
- promotion of energy debt awareness and prevention.

2015 objectives

The EDF Energy Trust is funded by EDF Energy to provide independent help and assistance to its vulnerable customers who are most in need. The Charity seeks to maximise the support available to help people to meet their energy bills and remain energy debt free. The objectives of the Trustees for 2015 are as follows:

1. All EDF Energy customers who apply to the Charity will be considered for assistance through the provision of monetary grants, and/or other forms of essential assistance. All will be referred to financial guidance, energy efficiency advice and to other sources of support where appropriate.
2. The Charity will target organisations involved specifically with vulnerable groups to increase awareness of the Charity, particularly in areas where there is a significant population of customers of EDF Energy.
3. The Charity will also continue to provide financial support to targeted organisations and agencies which can provide personalised support to people who may be eligible for assistance from the Charity.
4. The funds made available to the Charity in 2015 will be effectively utilised meeting the objectives of the Charity and, where possible, in line with the Government's Warm Home Discount programme.

'A huge thank you for helping me financially to clear my gas and electricity debts. You have really made this a very happy Christmas for me and my little dog, having the heating on is such a blessing!'

Applicant was awarded £784 to clear her gas arrears.



'I can't explain how much I want to thank you for your help with clearing my debt to EDF Energy. The relief to my partner and I is immeasurable. We are on meters for our gas and electricity so our top ups now last longer. Once again, thank you, it was a pleasant surprise during a time of monetary concern.'

Applicant was awarded £1,009 to clear her gas and electricity arrears



Grant Making Programmes

1. Individuals and Families Grants Programme

Applications and Awards

The Charity received and assessed a total of 10,144 applications during 2014, 8% of which were submitted with the support of a funded organisation (see Organisational Grants Programme). Research has shown an application supported by a funded organisation is twice as likely to succeed as an application submitted unaided.

- 4,036 awards were made totalling £2.66m
- Awards can be broken down as follows:
 - 3,567 to clear gas and electricity debts totalling £2.52m.
 - 469 Further Assistance Payments with a value of £137k.

In 2014 the average individual energy award was £707, a 24% increase on 2013's average of £568, and the average Further Assistance Payment value was £292, an increase of 117% on 2013's total average of £134.

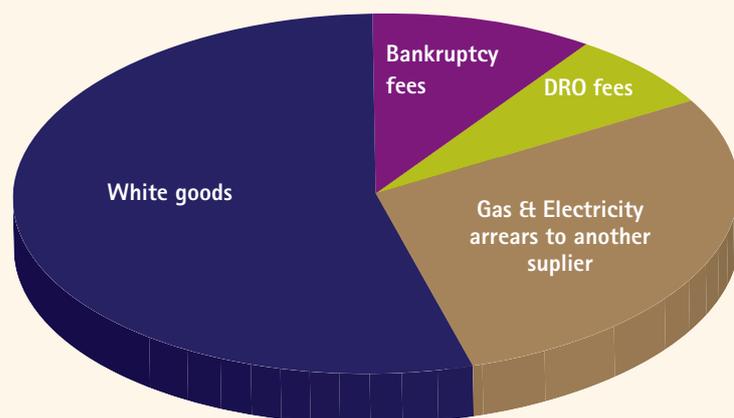
Further Assistance Payments

In addition to clearing gas and electricity debts owed to EDF Energy, the Charity can also assist with other essential household bills and items. Applicants to the Charity can apply for the following:

- gas and electricity debts to other suppliers;
- energy efficient white goods e.g. cookers, washing machines etc.;
- bankruptcy / Debt Relief Orders / Sequestration and MAP fees (Scotland).

Whilst the majority of Further Assistance Payments do not directly alleviate fuel debt, they can be a valuable tool to help people pay their bills going forward by releasing additional funds into their household budget. In 2014 white goods accounted for the majority of awards made followed by gas and electricity arrears to another supplier and bankruptcy fees.

%	
10	Bankruptcy fees
7	DRO fees
29	Gas & Electricity arrears to another supplier
54	White goods
100	Total



Shared Programme of Giving

The EDF Energy Trust operates as part of the 'Shared Programme of Giving' alongside other utility Trusts and Funds administered by Charis including:

- British Gas Energy Trust,
- nPower Energy Fund,
- Anglian Water Assistance Fund.

An applicant need only complete one application form to be considered for help from any of these schemes. Charis works closely with each of these utility companies to ensure that applicants are offered additional help to manage their bills going forward and to enhance any benefit of grant.

2. Organisational Grants Programme

The Charity funds three organisations based in the South of England; Plymouth CAB, Thanet CAB and Talking Money (Bristol). These organisations have received funding for a number of years to pay for specialist debt advisers. Each adviser aims to achieve the following objectives within the funding year:

- 100 applications to grant giving schemes;
- 250 unique beneficiaries given advice;
- All project workers had to be certified within six months by the Institute of Money Advisors (IMA).

In 2014 the funded organisations submitted a total of 831 applications on behalf of EDF Energy customers totalling over £1.2m and provided support and advice to over 1,000 clients. Funding to the Organisational Grants Programme in 2014 totalled £241k.

Engagement between Charis and the funded organisations is crucial and is carried out frequently to maintain good working relationships. The overall aim for both parties is to help every applicant to receive the holistic help required to get them back on track to financial sustainability. The organisations will always ensure that every applicant receives the help, support and guidance required for their individual needs and resolve any debt problems to their entirety. All advisers will go the extra mile for an applicant when liaising with their debtors, but equally will let able applicants deal with any follow up work where appropriate, this often leaves the applicant feeling empowered, teaching them life skills for the future.

The number of people assisted by the three funded organisations continues to increase each year. The organisations help with a variety of issues including money / debt advice, energy efficiency advice, benefit checks, billing queries, referrals to their energy suppliers Warm Home Discount and Energy Company Obligations Schemes and assisting applicants with grant giving applications where appropriate.

The total annual funding awarded to the organisations in 2014 was £241k.

Organisation	2014 (£)
Talking Money	£76,242
Thanet CAB	£69,909
Plymouth CAB	£80,000
Admin	£15,000
Total	£241,151

"Talking Money's Energy Advice Project is entering its ninth year of EDFET funding enabling us to offer continuation services; providing valuable, tailored energy advice, guidance and support to vulnerable individuals and families who are at risk or already facing fuel poverty. The project offers a range of services which aim to improve client's understanding around how to manage energy consumption; fuel debt and bill payments in addition to ensuring additional eligible energy schemes, grants and discounts are claimed. The EDFET support has been valuable to ensure our services assist and reach those most in need."

Rhianne Hawkins, Energy Project Manager, Plymouth CAB



Application numbers vs. Requests

As applicants can make multiple requests within an application e.g. for a utility debt and a Further Assistance Payment, the total number of requests is always greater than the number of applications made. In 2014 **17,452** requests were made from 10,144 applications, an increase of **9%** on the number of requests made in 2013. This highlights the increasing need of the applicants and the holistic help that can be provided to those in need by the Charity.

'Thank you so much for the cheque which I received this morning. Words can't describe how much this means to me and my children. I visited my local Citizens Advice Bureau following your advice and they are helping me with my budget. I am determined never to get back into debt again.'

Applicant was awarded a cheque to cover the cost of her bankruptcy fees



Sustainability

The Charity continued its focus on the financial sustainability of applicants in 2014. The aim was that successful applicants to the Charity would be able to remain energy debt free going forward and more able to manage their finances and pay ongoing charges. Remaining debt free / keeping up with repayments can positively impact people's lives in a number of ways including improvements in their physical / mental health and wellbeing and relationships.

In order to achieve this, the Charity continued to advise applicants to seek money / debt advice if appropriate, at all stages of the application as well as maintaining the following measures including:

- following up with applicants via letter three months after receiving their award;
- advising applicants to take money advice if appropriate during all stages of the application process;
- quoting funded organisations and national money advice organisations contact details on the application form and letters;
- updating the Charity's website.

Case Study 1:

Thanet CAB represented the Charity on a stand at an event for claimants at the local Job Centre in Margate. Miss O had approached them at the stand to seek advice on a number of issues so they took her details and arranged an appointment at the Bureau. Miss O's problems begun eight years ago after she was held at gun point by her violent ex-partner. Due to the seriousness of the situation and for her own safety she was moved by police from Manchester to Southend and her daughter was taken into care. The ordeal left Miss O traumatised and she developed mental health issues including anxiety and depression as a result.

Over time Miss O managed to forge a new life for herself - she had moved in with a new partner, her daughter had moved back in and she'd had another child. The youngest child was disabled and had a multitude of health issues and learning difficulties which meant she had to attend weekly hospital appointments plus a number of other sessions at specialist service centres with care workers. Miss O and her family survived on a low income of benefits, they

were just able to keep on top of their priority bills and rent however they had very little spare money for anything else as she was paying off a housing benefit overpayment via deductions from her benefits and a large water debt which accrued following a billing error when she first moved into the property. To add to her financial struggle, her cooker and fridge freezer both broke within days of each other. She had no savings, was unable to apply for a social fund loan and was already paying an extortionate rate of interest to Bright House for other household goods she needed when they moved into the flat.

Thanet CAB assisted Miss O in a number of ways including a benefit check to maximise her income, successfully applying to other grant giving schemes for help with clearing the water debt, a new electric cooker and referred her to other sources of help to clear her remaining debts. She was awarded £250 from the Charity for a brand new A rated energy efficient fridge freezer and continued to receive money and budgeting advice from Thanet CABs funded advisor.

Case Study 2:

Mr J lived alone and had a long-term illness. He was in receipt of Income Support and rented a flat owned by a Housing Association. He had accrued electricity arrears over a period of time due to difficulty managing his income and expenditure. The flat had a pre-payment meter installed but there had been an error and the previous tenant's debt was still outstanding so whilst Mr J had been paying for his gas and electricity, his contributions had not been covering his usage and the debt linked to the meter was continuing to build up.

Mr J was very upset after receiving a large bill and felt he did not have the confidence or ability to deal with it himself so accessed advice from Plymouth

CAB. He was given budgeting advice and a benefit check and discovered he was not claiming for DLA which he was entitled to. Plymouth CAB also helped the client liaise directly with EDF Energy over numerous issues relating to his bill, and assisted him with the submission of an application to the EDFET to clear his electricity debt. Assisting Mr J to liaise directly with EDF Energy over his bill empowered him and gave him the confidence to deal with any future issues by himself in the first instance.

Mr J's application was successful and he was awarded £879 to clear his electricity account

Case Study 3:

Mr N was referred to Talking Money in July 2014 by a Somali Community organisation when he fell into financial hardship which resulted in his struggle to pay his monthly gas and electricity payments. As a result he was fitted with prepayment meters which he struggled to keep in credit.

Mr N was an elderly Somali gentleman who had a profound hearing impairment. He was unemployed and had no savings. Despite his low maintenance lifestyle and modest living costs he still struggled to keep on top of his bills and owed over £1,000 in energy arrears. Despite living in the property for over 10 years, Mr N had not realised he was in debt. He spoke and read little English and because he was unaccustomed to UK culture, he did not immediately realise that he was supposed to make regular payments for the energy that he used. He was unable to read any of the correspondence that EDF Energy had sent to him and it wasn't until he started receiving final notices that he knew that there was a problem.

Mr N sought advice from various support workers who helped him to set up instalment plans to repay the debt however whilst he was making regular payments, he was not actually paying towards his ongoing usage, just clearing

the debt. Unfortunately his low income meant that he could not increase his payments and consequently ended up further in debt.

As a result, prepayment meters were installed which were supposed to help Mr N pay his debt and usage at the same, however for some reason the debt was not programmed into the prepayment meter when it was set up. With the outstanding debt still remaining, Mr N often struggled to top up his meters and often went without gas and electricity to he could afford food and rent. Mr N eventually approached the Islington Community Centre for help who in turn, referred him to the Energy Advice Project at Talking Money. Upon his referral Mr N was given ongoing advice and support to manage his budget and bills. The advisor was able to support Mr N with an application to the Charity to clear his energy debts. His application was successful and Mr N was awarded £1,713 to clear his electricity account and £723 to clear his gas account with another supplier.

Mr N was incredibly thankful to learn of the charity's existence and was grateful to the advisor.

Treasurer's Report – Review of Finances

Donations received from our sponsor amounted to £2.9m for the year, putting the Charity in a strong financial position during the year. This was important to help us to respond to the increasing numbers of applications being received. Awards were paid to 4,036 individuals with a total value of £2.9m. A further £241k was given as grants to agencies in selected areas to promote the Charity's charitable activities, to increase debt awareness, and to signpost energy efficiency advice. The total expenditure for the year amounted to £3.4m.

At the end of the year the funds available and reserves stood at £618k. This reserve balance which, when added to increased funding commitments promised by EDF Energy, will enable the Charity to continue to maintain expenditure for 2015 at £3.4m.

The accounts of the Charity are formally recorded and audited every year. Rawlinsons have audited the accounts for the year ended 31 December 2014 and their report was unqualified, meaning there were no matters that needed to be reported to the Trustees. The figures shown below have been taken from these accounts.

Summary of the EDF Energy Trust's Accounts for the year ended 31 December 2014

Summary of Statement of Financial Activities	Year ended 31 December 2014		Year ended 31 December 2013	
	£'000	%	£'000	%
Funds available brought forward	1,187		547	
Total incoming resources	2,859		3,016	
Total funds available this	4,046	100	3,563	100
Resources expended				
Charitable activities	3,418	84.5	2,368	66.5
Governance costs	10	0.2	8	0.2
Total resources expended	3,428		2,376	
Funds Balance at 31 December	618	15.3	1,187	33.3

Summary of Balance Sheet	2014 £'000	2013 £'000
Current Assets		
Debtors	0.2	40
Cash at bank and in hand	707	1,405
	707	1,445
Creditors: amounting falling due within one year	88	258
Net current assets	618	1,187
Net assets	618	1,187
Restricted Funds	0	258
Unrestricted Funds		
Designated funds	300	300
Other charitable funds	318	629
	618	1,187

The financial summary above has been extracted from the full statutory accounts, a copy of which can be obtained, together with the Trustees' and Auditors' Reports, from the Trust's registered address.

How to apply to the EDF Energy Trust



The quickest and easiest way to apply to the EDF Energy Trust is via its online application form via www.edfet.app.charisgrants.com

Supporting evidence should be scanned and attached to the form to allow the assessment of the application to begin

Alternatively application forms can be downloaded via the Charity's website www.edfenergytrust.org.uk

Or requested via the Charity's dedicated telephone line **01733 421060** or by emailing edfet@charisgrants.com

Written correspondence should be addressed to the Charity's freepost address:

FREEPOST EDF ENERGY TRUST



Trustees and Officers 2014

Trustees

Denice Fennell
Chair

Tim Cole
Vice Chair

Robert Richardson
Treasurer

Steve Meakin
Resigned July 2014

Richard Sykes

Brian Cross

David Hawkes
Appointed May 2014

Vic Szewczyk
Appointed May 2014

Registered Address

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Charity Registration Number

1099446

Auditors

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Bankers

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Solicitors

Farrer & Co
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WC2A 3LH

Administrators

Charis Grants Ltd
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PE1 1TN

Charis is a company with extensive experience of delivering a range of holistic services for companies to support vulnerable customers. These include: grant management services, for charitable and corporate giving; assessment of eligibility for 'hardship' schemes such as Warm Home Discount; assessment for social tariffs etc. see www.charisgrants.com for further information.