

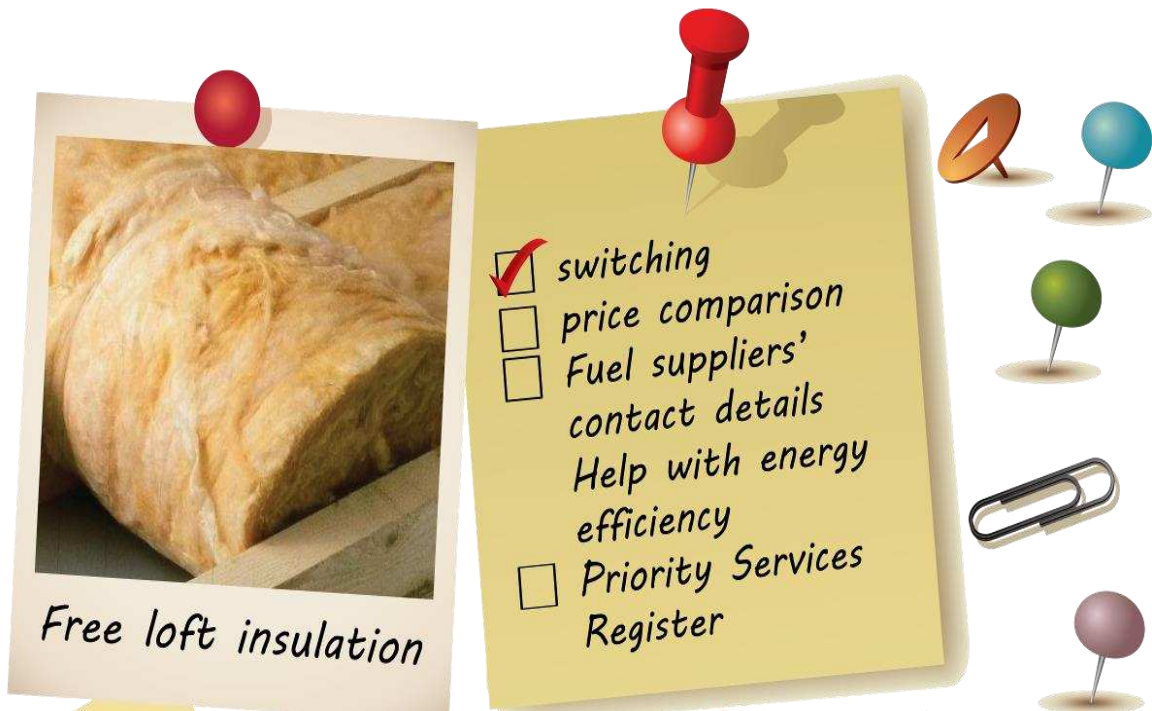


Department  
of Energy &  
Climate Change



Action for Warm Homes

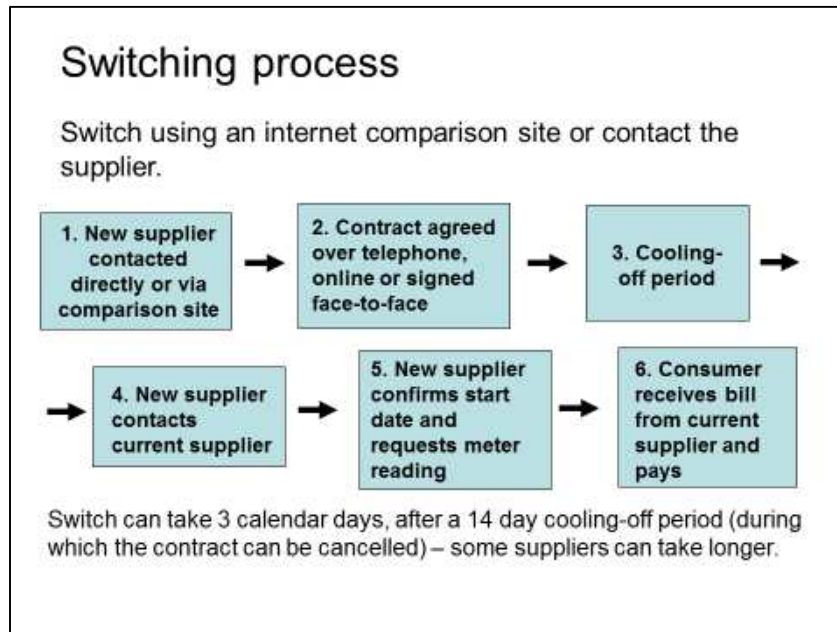
# Big Energy Saving Network Information for Frontline Workers 2015-2016



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## The Switching Process



1. Once the consumer has chosen a new supplier they can either switch using a price comparison site or by contacting the supplier directly.

2. When the best deal for the consumer has been identified contact the new supplier. If a price comparison site is used they will contact the supplier on the consumer's behalf.



It is worth having the contact details for both the old and new supplier in case there is a need to contact them during the process.

3. The new supplier will write to the consumer within seven working days to confirm the details of the switch. The energy contract can be agreed over the telephone, online or signed face-to-face with a sales representative from the fuel supplier.



4. The new supplier will contact the consumer's current supplier for them. The new supplier will write to the consumer to confirm the start date and request a meter reading. This reading will be sent to the existing supplier, enabling them to send a final bill.



5. Check the consumer's final bill from the old supplier. The consumer will have to pay for all the energy used up to the date of the switch.

Suppliers have to change their systems to offer the three day switch after a fourteen day cooling-off period (during which the consumer can cancel the contract) but at present not all are ready to offer this. Therefore, some suppliers will take longer to complete the switch. The three calendar days begins after any raised objections have been resolved and all relevant information received.

The consumer will need to remember to cancel any payment method (for example, direct debit) with the old supplier once the final bill has been settled.

During the switching process it is helpful to keep a file or folder containing the following information:

- Date and time of contact with supplier/ comparison site
- Name/ contact details of the supplier's/ comparison site's representative
- Details of agreed deal/ contract
- Final meter readings and date
- Any letters/ emails
- Final bill from former supplier

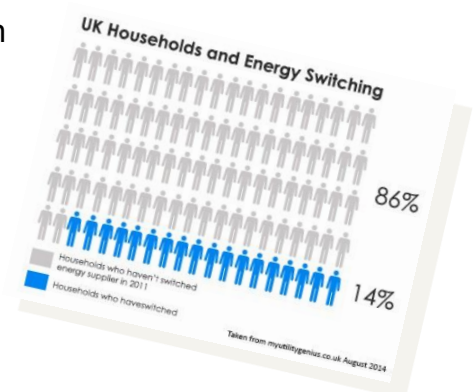
## Gathering the Information Prior to Switching

Information required from the consumer:

- Name of current tariff
- Payment method
- How much the energy has cost over the last year
- Usage (in kWh) over the last year
- Property postcode
- Meter Point Administration Number (also known as MPAN or 'Supply Number' or 'S' number) which can be found on the electricity bill
- Meter Point Reference Number (also known as MPRN or 'M' number) which should be on the gas bill

The usage and cost of the fuel can be calculated using energy bills. Energy bills now include an '*about your tariff*' section which contains some of the key information required to facilitate a switch or price comparison. The most helpful document is the annual statement/ summary.

For consumers using a prepayment meter having an estimate of how much they spend on fuel in a week or month during the summer and winter months will be helpful.



Some comparison sites allow the consumer to perform the comparison using only the amount of money spent on energy in the previous twelve months. However, it is better to provide details of the number of units (kWh) used and the name of the current tariff to get more accurate results.

## Price Comparison Sites Contact Details

The sites below are accredited by Ofgem's Confidence Code. Accredited sites can help consumers find the best deal for them based on their energy consumption and provide them with a free and easy-to-use switching service.



**Note:** the price comparison sites are displayed in alphabetical order

energyhelpline.com	0800 074 0745
Energylinx	0800 849 7077
MoneySupermarket.com	0845 345 5708
myutilitygenius.co.uk	0203 468 0461
SimplySwitch	0800 011 1395
switchgasandelectric.com	0871 711 7771
TheEnergyShop.com	0845 330 7247
UKPower.co.uk	0800 320 2000
Unravelit	0333 344 0031
uSwitch.com	0800 051 5493

**Note:** some of these telephone numbers are not free from either a landline or a mobile phone

Ofgem has created a guide ('Go Energy Shopping') to show how reforms to the energy market can help consumers compare tariffs and get a better deal on their gas and electricity bills. It has links to the above sites.

Accessible at: <http://www.goenergyshopping.co.uk/en-gb>



## Fuel Suppliers' Contact Details



<b>British Gas</b>	Tel: 0800 980 6005 Opening hours: Monday to Friday: 8am – 8pm Saturday: 8am – 6pm
<b>EDF Energy</b>	Tel: 0800 056 5927 Opening hours: Monday – Friday: 8am – 8pm Saturday: 8am – 2pm
<b>E.ON</b>	Tel: 0333 202 4610 Opening hours: Monday to Saturday: 8am – 6pm
<b>npower</b>	Tel: 0800 156 0056 Opening hours: Monday – Friday: 8am – 8pm Saturday: 8am – 6pm
<b>ScottishPower</b>	Tel: 0845 270 0700 Opening hours: Monday – Friday: 8am – 10pm Saturday: 8.30am – 6pm
<b>SSE</b>	Tel: 0800 048 2412 Opening hours: Monday – Friday: 8am – 8pm Saturday: 8am – 2pm

<b>Southern Electric (part of the SSE group)</b>	General enquires: 0800 980 8476 Opening hours: Monday – Friday: 8am – 8pm Saturday: 8am – 2pm
<b>Scottish Hydro (part of the SSE group)</b>	General enquiries: 0800 980 8754 Opening hours: as above
<b>SWALEC (part of the SSE group)</b>	General enquiries: 0800 980 9041 Opening hours: as above
<b>Atlantic (part of the SSE group)</b>	General enquires: 0800 980 8437 Opening hours: as above

The 'big six' fuel suppliers (British Gas, EDF Energy, E.ON, npower, ScottishPower and SSE) can provide a translation service if English is not the consumer's first language. A family member or friend can contact the supplier and inform them that this service is required.

Ebico	0800 197 5880/ 0345 072 1940	Loco2energy	0330 124 1500
Ecotricity	01453 756 111	OVO Energy	0800 599 9440
First Utility	01926 320 700	Spark Energy	0845 034 7474
Good Energy	0800 254 0000	The Co- operative Energy	0800 954 0693
Green Energy	0800 783 8851	Utilita	0330 333 7441



## Warm Home Discount Broader Group

### Qualifying Criteria 2015-16

The information for each supplier is taken from the individual supplier's website.

A link to the individual suppliers' websites can be found at:

<https://www.gov.uk/the-warm-home-discount-scheme/eligibility>



### British Gas/ Sainsbury Energy/ Scottish Gas

Broader group is open to existing customers who must continue to be in supply of their electricity with British Gas when the payments are made in the winter 2015-16 (which could be any time up to 31<sup>st</sup> March 2016).

In order to qualify for the Warm Home Discount the customer (account holder or partner) are required to meet the following criteria:

- In receipt of the Savings or Guarantee and Savings element of the State Pension Credit (unless already qualifying as part of Core Group).

OR

- In receipt of one of the following means tested eligible benefits:<sup>[1]</sup>
  1. Income Support.
  2. Income-based Jobseeker's Allowance.
  3. Income-related Employment and Support Allowance (which includes a work related activity or support component).
  4. Universal Credit (low income elements).

And includes one of the following:

1. Child element for children aged 5 or under.
2. Disabled child element.
3. Limited capability for work element.

OR

- Customer has a gross annual house hold income (HHI) of less than £16,190<sup>[2]</sup> **and** the account holder is living with mental or physical disability or illness, or there is vulnerability within the home (children living in the house aged 5 or under) or of pensionable age.

OR

- Customer has a gross annual house hold income (HHI) of less than £16,190<sup>[2]</sup> **and** spend 10% or more of household income on energy bills to heat the property.



[1] Eligibility requires the customer household to include a child aged 5 years or under or for the account holder (or partner) to be in receipt of Child Tax Credit that also includes disability or severe disability element, Disability Premium, or Pensioner Premium.

[2] Household income includes War Disablement Pension, Disablement Pension Allowance and Working Tax Credit. Household income excludes Council Tax Benefit, Housing Benefit, Attendance Allowance, Disability Living Allowance or PIP, Child Benefit and Child Tax Credit; and is before tax and National Insurance are deducted (gross income)

British Gas may ask for documentary evidence to support the claim, as required by Scheme Guidelines.

#### *How to apply*

Apply online at <https://britishgaswarmhomediscount.com>.

Or alternatively contact:

Prepayment Customers Contact: **0800 294 8604**

Credit Customers Contact: **0800 072 8625**

In order to complete a registration British Gas will need details of all the benefits the applicant is in receipt of and amounts, as well as any other household income. The applicant needs to have this information to hand when they call.

The applicant needs to keep any correspondence they may have confirming household income or benefits gained, as they may be asked to provide documentary evidence to support their claim, as required by Scheme Guidelines.

#### *How does it work?*

A one-off payment of £140 (inclusive of VAT) will be provided to customers as a payment credited to their electricity account during the winter (and before 31<sup>st</sup> March 2016); subject to scheme criteria being met.

There will be no alternate methods of payment available.

Pay As You Go customers will receive the £140 credit on their electricity key or meter during the winter (and before 31<sup>st</sup> March 2016).

## **EDF – Support Plus rebate**

To qualify for Support Plus the customer, or their partner living with them, must receive one of the seven benefit combinations below.



### **1. Income Support AND**

- (a) have a child under the age of five who lives with them; **OR**
- (b) they or another adult living with them, receives any one of the following additions to Income Support:
  - Child Tax Credit which includes a disability or severe disability element
  - a disabled child premium
  - a disability premium, enhanced disability premium, disability living allowance or personal independence payment for themselves or another adult living with them
  - a pensioner premium, higher pensioner premium or enhanced pensioner premium

### **2. Income-related Employment and Support Allowance which includes a work related activity or support component AND**

- (a) have a child under the age of five who lives with you; **OR**
- (b) they or another adult living with them, receive any one of the following additions to Income-related Employment and Support Allowance:
  - Child Tax Credit which includes a disability or severe disability element
  - a disabled child premium
  - a disability premium, enhanced disability premium, a work related activity or support component or disability living allowance, personal independence payment for themselves or another adult living with them
  - a pensioner premium, higher pensioner premium or enhanced pensioner premium

### **3. Income-based Jobseeker's Allowance AND**

- (a) they have a child under the age of five who lives with them; **OR**
- (b) they, or another adult living with them, receive any one of the following additions to Income-based Jobseeker's Allowance:
  - Child Tax Credit which includes a disability or severe disability element
  - a disabled child premium
  - a disability premium, enhanced disability premium or disability living allowance or personal independence payment for themselves or another adult living with them
  - a pensioner premium, higher pensioner premium or enhanced pensioner premium

#### 4. Universal Credit

and are not in work; or are in work or self-employed and on a total household annual income of less than £16,190, AND

- (a) they, or another adult living with them are in receipt of the limited capability for work element, with or without a work-related activity element, OR
- (b) they, or another adult living with them are in receipt of the disabled child element, OR
- (c) they have a child under the age of five who lives with them

#### 5. Child Tax Credit

by virtue of an award which is based on an annual income not exceeding £16,190

#### 6. Working Tax Credit

by virtue of an award which is based on an annual income **not exceeding £16,190 AND**

- (a) they have a child under the age of five who lives with them **OR**
- (b) they are in receipt of a disabled worker element or a severe disability element, **OR**
- (c) they are aged 62 or over

#### 7. Pension Credit – Savings Credit only

If they receive the **Guarantee Credit** element of Pension Credit they should automatically qualify for the **Warm Home Discount rebate**, so there is no need to apply for Support Plus.

#### *Verifying the application*

The customer may be contacted by a company EDF work with called IncomeMAX and asked to provide documentary evidence of the benefits they receive.

## E.ON



If the customer or their partner are the E.ON electricity account holder and receive one of the appropriate benefits listed below:

1. Not receiving the Guarantee element of Pension Credit and either:

- In receipt of council tax reduction and over the age of 62 (25% single person's discount is not eligible). Council tax reduction is a reduction to the Council Tax bill. A householder may get Council Tax reduction if they are on a low income or claiming benefits. It is not the 25% discount given by Councils to single occupants.
- In receipt of the Savings Element of Pension Credit only

2. Child Tax Credit:

- Child Tax Credit (or the Universal Credit equivalent) with a total household annual income less than or equal to £16,190

3. Income-related Employment and Support Allowance

4. Income Support or Income-based Jobseeker's Allowance, with any of the following:

- A disability or pensioner premium #
- Disabled child premium
- Child Tax Credit that includes a disability or severe disability element
- A child under 5 living with the applicant
- Disability Living Allowance or Personal Independence Payment
- MATEX or MEDEX certificate

# (Disability/ enhanced/ severe disability premium or pensioner/higher pensioner premium)

5. Working Tax credit with a relevant income of £16,190 or less with either of the following:

- Disability Living Allowance or Personal Independence Payment
- MATEX or MEDEX certificate

6. Universal Credit with a total household income of less than £16,190 with either of the following:

- Limited capability for work element (with or without a work-related activity element)
- A child element (with or without the disabled child element)



## npower

Customers are eligible for the Broader Group Warm Home Discount if they are in receipt of any of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance (ESA)
- Universal Credit
- Or their gross annual household income is less than £16,190

**and** they also qualify under or are in receipt of one of the following:

- Have Parental responsibility for a child aged 5 or under\*
- Child Tax Credit
- Disabled Child Premium or Element
- Disability, Enhanced Disability or Severe Disability Premiums
- Disability Living Allowance (For an adult or child within the household) or Personal Independence Payments (PIP)
- Long term Incapacity Benefit
- Pensioner Premium, Higher Pensioner Premium or Enhanced Pensioner Premium

\*To qualify for the Warm Home Discount Broader Group the child must have been under the age of 5 at any point between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016.

To apply for the Broader Group Warm Home Discount the customer will be required to provide a declaration that they meet the eligibility criteria of the scheme, and in order to continue receiving the discount on an annual basis they will be required to reapply and provide further declarations.

The customer may also be required (in addition to the declaration referred to above) to provide further written documentary evidence of eligibility before receiving a rebate in any scheme year.

To apply call **0808 172 6999** or apply online.

### *Pre-Payment Customers:*

Will receive the £140 rebate as a Post Office voucher, which they can then take to any branch of the Post Office and use to top-up pre-payment key.

### *Credit Customers:*

Will receive the £140 discount as a line on the bill. If they receive a bill close to the payment period during March or April which does not show the rebate they will receive it on the following bill.

## ScottishPower/ Manweb



The applicant must be a domestic ScottishPower account holder and they or another member of their household must be in receipt of:

- Income-related Employment Support Allowance;
- Income-based Jobseeker's Allowance;
- Income Support; or
- Universal Credit and are either not in work or are self-employed,

**or**, they may also qualify if:

- their total gross household income is less than £16,190

**AND** the household also meets at least one of the following criteria:

- there is a child 5 years or under permanently living in the household (born on or after 1<sup>st</sup> April 2010);
- there is a child 18 years or under in full time education (born on or after 1<sup>st</sup> April 1997) in the household;
- a child in the household is entitled to free school meals;
- the applicant receives Child Tax Credit or Working Tax Credit which includes a disability element or severe disability element, disabled child element or severely disabled child element or family element or Universal Credit Equivalent;
- the applicant receives an income-related benefit which includes a disabled child premium, disability premium, severe disability premium, enhanced disability premium or Universal Credit Equivalent;
- the applicant receives Pensioner Premium, higher Pensioner Premium or Enhanced Pensioner Premium;
- the applicant is in receipt of the limited capability for work element with or without a work-related activity element;
- the applicant is in receipt of the disabled child element;
- the applicant receives Disability Living Allowance (DLA), Personal Independence Payment (PIP), Incapacity Benefit or Attendance Allowance;
- the applicant is aged 62 or over;
- the applicant receives exemption from NHS prescription charges
- the applicant's annual energy spend is more than 10% of annual income.

If the customer or someone in their household meets the Broader Group criteria above, the relevant person can apply for a Warm Home Discount Broader Group rebate. They can apply online or contact ScottishPower directly.

Call Centre phone numbers and opening times:

**0800 027 0072**

Monday to Friday 8am - 10pm Saturday 8:30am - 6pm

## **SSE/ Atlantic/ Scottish Hydro/ Southern Electric or SWALEC**



The applicant must be a current customer and they or their spouse/ partner falls into one of the following groups and meet the specific criteria:

### **1. Pensioners**

- Receive the Savings element of Pension Credit only Or
- Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance or Universal Credit AND a pensioner premium (all rates)

### **2. Chronically sick and/ or disabled people**

- Receive Incapacity Benefit or Severe Disablement Allowance or Employment and Support Allowance AND either Housing or Council Tax Benefit OR
- Receive Income Support, Income-based Jobseeker's Allowance, or Income-related Employment and Support Allowance or Universal Credit AND one of the following statements applies:
  - have a child living with them who was born on or after 1<sup>st</sup> April 2010
  - receive Disability Living Allowance / or receive Disability Living Allowance on behalf of a child living with them who was born on or after 1<sup>st</sup> April 1996
  - receive Disability Living Allowance (DLA) / Personal Independence Payment (PIP)
  - receive Incapacity Benefit or Severe Disablement Benefit (*these only relate to Income-based Jobseeker's allowance*)
  - receive War Disablement Pension
  - receive Industrial Injuries Disablement Benefit
  - receive an additional payment (such as the work-related activity group or support component of Employment and Support Allowance) because they are sick or disabled
  - limited capacity for work element (with or without a work-related activity element [this only relates to Universal Credit])
  - receive a disability premium (all rates)

### **3. Families**

- Receive Income Support, Income-based Jobseeker's Allowance, or Income-related Employment and Support Allowance AND one of the following statements applies:
  - have a child living with them who was born on or after 1<sup>st</sup> April 2010

- receive Disability Living Allowance on behalf of a child living with them born on or after 1<sup>st</sup> April 1996

**OR**

- have a child living with them who receives free school meals who was born on or before 1<sup>st</sup> April 2007

**OR**

- total household annual income is less than £16,190, and they receive Child Tax Credit OR the Universal Credit equivalent AND one of the following:
  - receive a disability premium (all rates)
  - receive a pensioner premium (all rate)
  - have a child living with them who was born on or after 1<sup>st</sup> April 2010
  - receive child tax credit which includes a disability premium for a child living with them who was born on or after 1<sup>st</sup> April 1996
  - have a disabled child with a disability premium living with them born on or after 1<sup>st</sup> April 1996

#### *Important information about the Warm Home Discount scheme*

The rules of the Warm Home Discount scheme are very precise and SSE is only allowed to apply a discount if the customer or their partner fully meets the criteria of the scheme. The person who receives the qualifying benefits must be happy for SSE to share their details with the Department for Work and Pensions, or another third party, for the purpose of verifying their eligibility for the discount. The applicant must have an active electricity account with SSE to apply.

#### *How to apply*

The quickest way to apply for the Warm Home Discount rebate is by downloading and printing out one of the application forms from the SSE website.

#### **Other suppliers**

The following suppliers are also involved in the Warm Home Discount Scheme and a link to their websites can be found at: <https://www.gov.uk/the-warm-home-discount-scheme/eligibility>

- Co-operative Energy
- Equipower (Ebico)
- Equigas (Ebico)
- First Utility
- M&S Energy
- OVO Energy
- Utilita
- Utility Warehouse





## Help with Energy Efficiency

### Energy Company Obligation (ECO) – Affordable Warmth Obligation

The Affordable Warmth Obligation or Home Heating Cost Reduction Obligation (HHCRO) is designed to support low income, vulnerable households in private or owned tenures. It is targeted at those who receive certain means-tested benefits and tax credits. Available measures are boiler repairs or replacements, loft or cavity wall insulation. Qualifying householders will get free or heavily subsidised measure(s).

### Eligibility Criteria

To qualify for help under the Affordable Warmth Obligation the householder must own their property or rent it privately and have the landlord's permission to do the work.

The householder must also get one of the following benefits:

- Pension Credit
- Child Tax Credit (and their income is £16,010 or less)
- Working Tax Credit (and their income is £16,010 or less) – plus one of the extra conditions below
- Income Support – plus one of the extra conditions below
- Income-based Jobseeker's Allowance – plus one of the extra conditions below
- Income-related Employment and Support Allowance – plus the support or work related element, or one of the extra conditions below
- Universal Credit (and earn £1,250 or less after tax in any assessment period in the last 12 months) – plus one of the extra conditions below

### Extra conditions

For certain benefits, one of the following must also apply:

- get Child Tax Credit and the child is disabled
- get Disabled Child Premium
- get Disability Premium
- get Pensioner Premium
- receive a work-related activity or support component – if claiming income-related Employment and Support Allowance
- aged 60 or over – if claiming Working Tax Credit
- get a limited capability for work or work-related activity element – if claiming Universal Credit
- get Disability Living Allowance or Personal Independence Payment – if claiming Universal Credit



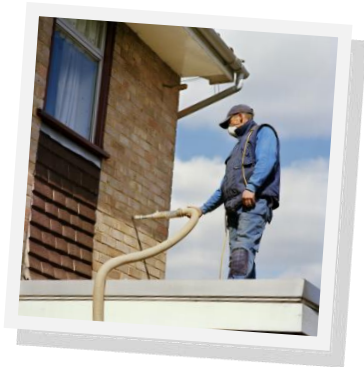
## How to apply for the Affordable Warmth Obligation

Contact the independent Energy Saving Advice Service (ESAS) to find out what help is available.

ESAS confirms customers' eligibility for the Affordable Warmth Obligation with the Department for Work and Pensions and refers all who are eligible to the obligated energy suppliers who have agreed to offer a minimum package of assistance to those households within an agreed timeframe. The support available can include a survey of the property, tariff advice, checking eligibility for the Warm Home Discount Scheme Broader Group and if appropriate, a heating and insulation measure.



Householders who do not qualify for help under the Affordable Warmth Obligation will be informed by the ESAS about other possible options available to them.



### Energy Saving Advice Service

Telephone: 0300 123 1234

Monday to Friday, 9am to 8pm/ Saturday, 10am to 2pm

## Priority Service Register (PSR): Contact Details for the Fuel Suppliers







As part of their licence obligations domestic gas and electricity suppliers must offer special services to customers who are:

- of state pension age;
- disabled;
- suffering from a chronic illness;
- have a visual or hearing impairment.



The Priority Service Register is available from all electricity and gas suppliers and among the services on offer are:

- Password scheme
- Bills available in large print and Braille as well as talking bills
- Meter reading service
- Meters moved to an accessible location for free (if possible)
- Bill nominee scheme
- Priority in an emergency, this could include providing alternate heating and cooking facilities in the event of disconnection
- Free annual gas safety check (subject to additional qualifying criteria)

<b>British Gas</b>  <small>Looking after your world</small>	<b>Priority Services Register</b>  Tel: 0800 072 8625 or 0800 294 8064 for Pay As You Go customers
<b>EDF</b> 	<b>Priority Services Register</b>  Tel: 0800 269 450 or minicom 0800 096 2929
<b>E.ON</b> 	<b>Priority Services Register</b>  Tel: 0800 051 1480
<b>npower</b> 	<b>The Warm Response Service</b>  Tel: 0808 172 6999 (free from most landlines)
<b>ScottishPower</b>  <small>The Energy People</small>	<b>Carefree Scheme</b>  Tel: 0800 027 1122 (from landline)
<b>SSE</b> 	<b>Careline</b>  Tel: 0800 622 838 or textphone 0800 622 839

## Priority Service Register (PSR): Contact Details for Distribution Network Operators

The Distribution Network Operators (DNOs) are responsible for the safe delivery of electricity through the electricity network. The individual consumer's supplier bills them for the electricity they use and is responsible for the meter; this is not the role of the DNOs. The DNOs provide support for their vulnerable customers via their Priority Service Register.



DNOs offer support to certain categories of customer:

- customers who are older, disabled or suffer from a medical condition and who depend on electricity for medical equipment or other medical needs (e.g. kidney dialysis and oxygen concentrators);
- customers who have special communication needs and may wish to receive or provide information by alternative methods, for example, those who are blind, partially sighted or have a hearing impairment;
- customers who may be vulnerable due to their age, disability or chronic medical condition but who do not rely on electricity for medical needs or have special communication needs.

The table below can be used to identify the relevant DNO to check if a consumer qualifies for their DNO's Priority Service Register.

Area	Company	General Enquiries Number
North East England	Northern Powergrid	0845601 3268
North West	Electricity North West	0800 1954141
Yorkshire	Northern Powergrid	0845 330 0889
Midlands	Western Power Distribution	0845 603 0618
Eastern England	UK Power Networks	0845 601 5467
Southern England	Scottish & Southern Energy Power Distribution	0845 026 2554
London	UK Power Networks	0845 601 5467

South East England	UK Power Networks	0845 601 5467
South West England	Western Power Distribution	0845 601 5972
Merseyside and Cheshire and North Shropshire	SP Energy Networks	0800 001 5400





Level 6 (Elswick), West 1, Forth Banks, Newcastle upon Tyne, NE1 3PA.  
Tel: (0191) 261 5677 Fax: (0191) 261 6496 email: [info@nea.org.uk](mailto:info@nea.org.uk)  
website: [www.nea.org.uk](http://www.nea.org.uk).

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