



HEA Home Energy Advisors

Who are they and how they can help you?

Depending on the form of advice and assistance provided to consumers, these are different people, just as the needs, problems and expectations of consumers are different.

They are trained advisors who additionally have knowledge about various aspects and areas of the energy market. It does not mean that each of these people knows everything and will help in any situation, but they will know to whom report your problem to. Such person will try to diagnose the problem and provide help and indicate who in the network of cooperating energy advisors will serve more competent assistance.

Domestic Energy Advisors are recruited from the social worker, they are experts and lawyers of the field branches of the Consumer Federation, municipal and district consumer advocates, energy advisers of province environmental protection funds and water management. The network will be expanded to include institutions and people who will be trained, willing to help, with experience in providing advice and primarily in contacts with individual consumers.

- Don't you understand your energy bill? Many of us cannot understand what we are paying for
- Do you want to change the energy seller or the tariff, which will be the best for you?
- The bills are very high, why? I have an old equipment devouring electricity or whether my apartment needs to be heated, what can be changed?
- How much and what devices consume electricity?
- How to conduct your own free home energy audit?
- I want to save, who can advise me, how to do it?
- I have been the victim of dishonest selling practices – peddlers, I do not want such a contract, it is not cheaper at all, what should I do?
- Where we can look for funding for the modernization of an apartment or house, to increase the comfort of living and reduce bills?
- Can the municipality help me to pay for electricity?
- How to solve my dispute with the energy company?

These questions and many other questions will be answered by the Home Energy Advisors.

Where to find them and how do they cooperate with each other and consumers, to provide help in the most effective way? – check the contacts and unique network diagram of specialized and free services available primarily for vulnerable consumers, but also for all households.

It's worth getting acquainted with consumer materials – the leaflets that will explain many issues that consumers face every day - visit our website, see where you can find the nearest Home Energy Advisor and information on how to contact them:

THE NATIONAL SCHEDULE OF HEA ACTION

MUTUAL LINKS AND TASKS



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