

## **Process when phoning a client about fuel**

Name:

1. Do you give consent for your details to be passed onto Fuel Bank Foundation, who processes the payment?
2. Can you confirm your email address?
3. Can you confirm if it is for gas, electricity or both?
4. Do you have a smart meter?
5. Do you have a key fob or top up card?
6. Do you top up at the Post Office/ Paypoint/ app or direct debit
7. If app/ direct debit – ask ‘can they top up at a shop?’
8. Who is your provider?

‘You will get a text for £37 today if we are in contact before 3.30pm’ You must take ID with you to the shop.’

‘If you need gas and electricity, you will still get 1 voucher and can choose how to split it at the shop.’

**\*This amount will be reviewed again November 2024**