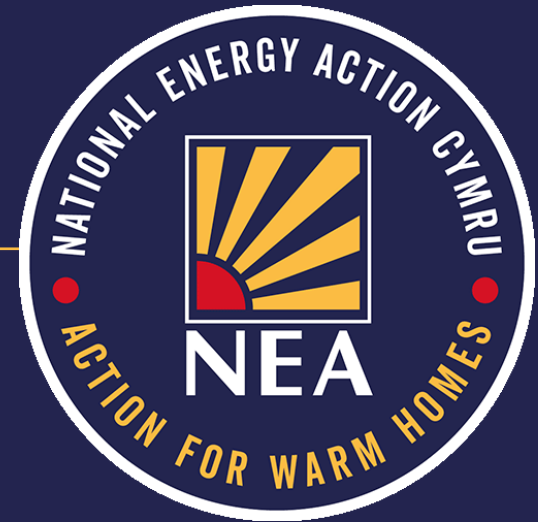


22 September 2026

Fuel poverty and a fairer, greener future



National Energy Action (NEA)

Our vision is to end fuel poverty

We work across Wales, England and Northern Ireland to ensure that everyone can afford to live in a warm, healthy home

We work in partnership to:

- **support vulnerable clients**
- **raise awareness**
- **achieve enduring change**



Evidence base

Research, knowledge and learning are central to our mission.

It shapes our strategic aims, informs policy and practice, and contributes to our voice on wider debates.

We combine:

- **qualitative approaches** (incl. interviews, focus groups and studies)
- **quantitative data collection and analysis** (incl. thousands of client records)

To provide **critical, actionable insights** on:

- scale, nature and depth of energy vulnerability
- who is in fuel poverty, factors driving it, impacts on different communities, and effectiveness of support
- human stories behind the numbers



Context

Toxic combination of:

- **high prices** (north Wales highest in GB)
- **low incomes** (some of lowest in UK)
- **old, cold, inefficient housing** (some of worst across northern Europe)

In October 2024:

25%

of all households (340,000) in fuel poverty

>4 in 5

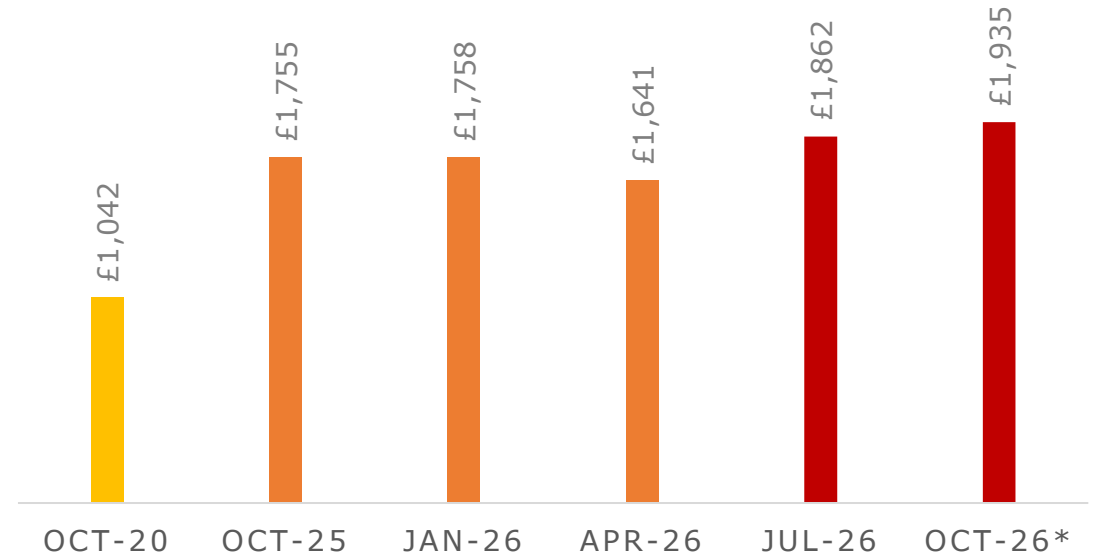
of all lower-income households (83%) in fuel poverty



Costs

Households face:

- **stubbornly high energy prices**
(rising further 4% in October to three-year high, *and* heating oil/LPG already risen sharply)
- **crushing levels of energy debt**
(c.£6bn and counting)



**Using previous TDCVs, which applied until 30 June 2026, to compare like-for-like.*



Calls

Including:

UK Government

- introduce **ambitious, targeted, Treasury-funded energy debt relief scheme**
- implement **deeper price protection** to help make energy affordable for low-income, fuel poor households

Welsh Government

- **maintain and maximise financial support** for fuel poor households
- **significantly ramp up investment** to make homes of fuel poor households warmer, greener, and healthier



Decarb | Fuel Poverty

There's no route to tackling fuel poverty that does not take into account the need to decarbonise our homes.

There's no route to net zero that doesn't pass through the homes of those that are fuel poor.



Transition: Opportunity

The way we heat and power our homes is changing.

In the path to net zero lies a critical opportunity to *make life better for people*, to improve their:

- homes
- living standards
- health and wellbeing
- personal finances
- wider community

We must retrofit with **intention** and **understanding** and **outcomes** in mind



Live in

CRISIS



Committee on Fuel Poverty



RAF026/2526 How to ensure a successful transition to heat pumps for households at risk of fuel poverty

Report for the Committee on Fuel Poverty

May 2026

Department for Energy Security and Net Zero (2026)

Carbon Trust and Ipsos UK examined lived experience of low-income households with heat pumps and the factors that determine whether bills rise or fall.

Found:

- experiences varied widely
- heat pumps have the potential to alleviate fuel poverty across all property types
- to ensure deliver warm, comfortable homes and lower bills, recommendations:
 - commissioning, handover and ongoing support
 - monitor, guarantee and remediate performance
 - complementary measures



Wales Fuel Poverty Conference 2026

Thursday 8 October 2026 – Holland House Hotel, Cardiff

Sessions will address:

- the state of fuel poverty in Wales
- priorities for the new Senedd term
- future of retrofit for low-income, vulnerable householders
- escalating energy debt and deeper price protection
- making the most of low carbon technologies
- and more

[Book here!](#)

Or contact maisie.chatfield@nea.org.uk

