North West
FUEL POVERTY FORUM
Liverpool

Jenny Saunders - Chief Executive
Diane Bland
Project Development Co-ordinator
NATIONAL ENERGY ACTION
Policy Update Agenda

• New Fuel Poverty Regulations
• Private Rented Sector regulations
• Upcoming NICE guidance
• Energy Rebate and PPM customers
• Details of Autumn Statement Heating System Fund
• Labour Energy Efficiency Green Paper response
• General Election update
• NEA’s Manifesto for Warmth
• FPAG Annual Report
• Big Energy Saving Network Evaluation
New Fuel Poverty Regulations

The new Fuel Poverty (England) Regulations 2014 are now law.

To ensure that, by 31 December 2030, as many fuel poor homes as is reasonably practicable have a minimum energy efficiency rating of Band C.

Supported by non-binding interim targets

Fuel Poverty Strategy (and Gov’s response to the consultation) should be published before the end of this Parliament.

Private Rented Sector (PRS) Energy Efficiency Regulations

Aim to improve the energy efficiency of privately rented sector (PRS) properties in the domestic and non-domestic sectors in England and Wales.

From **April 2016**, residential private landlords will not be able to unreasonably refuse consent to a tenant’s request for energy efficiency improvements where Green Deal finance or subsidies are available to pay for them.

From **April 2018**, private domestic and non-domestic landlords need to ensure their properties reach at least an ‘E’ Energy Performance Certificate (EPC) rating, or have installed improvements using Green Deal finance or subsidies to pay for them, before granting a tenancy to new or existing tenants.
Upcoming NICE guidance

NICE (National Institute for Health & Care Excellence) guidelines on excess winter deaths and morbidity and the health risks associated with cold homes likely early March 2015

As well as working with DECC to track coverage of exiting health schemes, NEA looking for the guidelines to:

1. provide an easily accessible and practical framework for action and join-up strategic priorities within local government
2. be explicit about local authorities’ current duties in relation to housing standards and

NEA actively promoting integrated working across health sector

The draft guidelines can be found at:
http://www.nice.org.uk/guidance/indevelopment/gid-phg70/documents
Energy Bill Rebate

£12 Government Electricity Rebate began 12th October 2014 and continued ‘throughout the Autumn’

Automatic for most customers but some prepay meter (PPM) customers needed to actively redeem the rebate

DECC informed NEA that lots of electricity PPM customers hadn’t used their £12 Electricity Rebate Voucher - The deadline was 28th February 2015

Another rebate is planned for Autumn 2015
Heating System Fund

£30m fund for first time heating systems
£25m will be allocated in England over 2015/16
Allocation mechanism is a competition for local authorities
Criteria tbc however:

• Funding will be targeted at fuel poor households without central heating
• Will encourage innovation to identify households and leverage with other schemes (Energy Company Obligation (ECO) and Gas Distribution Network (GDN) gas connections etc.)
• Insulation gap funding expected to be addressed
• There will be a full evaluation of the scheme
Heating System Fund

For further information visit:
Energy Efficiency Green Paper

Labour’s Response

NEA’s supporters met with Labour’s energy team

NEA has submitted response which:

• welcomed Labour’s focus on fuel poverty and recognition that all low income households below EPC band ‘C’ will need assistance

• agreed with the need to use a central pot of money to fund local area-based activity instead of relying solely on energy suppliers to provide this assistance

• rejected the premise that policy needed to be funded solely by a supplier obligation

• highlighted how to introduce the new approach in a way which would help manage a radical shift in the delivery mechanism proposed
NEA’s proposal would see:

- an additional £860 million invested a year
- a future Labour Government ensuring all local authorities actively fulfil their duties in relation to housing standards
- at the very least, that existing Home Energy Conservation Action (HECA) guidance is strengthened with detailed reporting by local authorities made compulsory
- local authorities required to proactively enforce the private rented sector

Labour has confirmed new PRS target for 2027 will be complementary to 2018 targets.

NEA’s response is available
NEA seeking cross-party consensus on the need for a long-term, sustainable funding revenue stream to radically improve the fabric of our homes.

NEA polling shows MPs are aware energy bills are causing widespread public distress.

NEA has launched new training module for parliamentarians and election candidates. Go to www.nea.org.uk and click on ‘Action for Warm Homes’

NEA’s Warm Homes Campaign - to 27th February 2015

NEA’s ‘Manifesto for Warmth was launched last week on Fuel Poverty Awareness Day – 27th February 2015
Fuel Poverty Awareness Day / Nation’s Biggest Housewarming

National day on 27th February 2015 raised awareness of issues faced by those unable to heat their homes affordably and to highlight the solutions available.
NEA’s Manifesto for Warmth

NEA will;

Challenge policy makers to be far more ambitious

Seek an additional, long-term, funding stream to radically improve the energy efficiency of 2 million low income homes by 2020 and end fuel poverty within 10 years

Back use of infrastructure funds and/or VAT/Carbon taxes to pay for additional investment

As well as noting the benefits, highlight scale of revenue Treasury receives from domestic energy consumers (nationally and regionally)
Why we can’t afford to wait.....

THE COLD HOME CRISIS
CAN WE AFFORD TO WAIT?
WE ESTIMATE THAT OVER THE NEXT 15 YEARS...
FUEL DEBT
£950 MILLION
Cost to NHS
£22 BILLION
Extra deaths
100,000 Expected
EWM: 100,000 premature deaths as a result of living in cold homes.
Fuel debt: £950m of public indebtedness will not be spent in local economies.
Health: £22bn spent on the NHS treating cold related admissions.

RESOURCES THAT COULD BE DEPLOYED TO END FUEL POVERTY
Over the two parliaments the UK Government will have sufficient resources to solve this problem

GOVERNMENT RESOURCES:
TAXES ON DOMESTIC ENERGY
£28 BILLION
PUBLIC INFRASTRUCTURE BUDGET
£100 BILLION
TOTAL GOVERNMENT BUDGET
£128 BILLION

SOLVING THE PROBLEM:
Annual capital cost to bring all low income households to EPC band C by 2025:
£2.6bn
Total needed over 10 years:
£26bn

20% of the Government’s current accumulated infrastructure resources & domestic energy tax receipts are needed over the next 10 years to end the cold homes crisis.

NEA is the national fuel poverty charity.
Registration No. 290511. www.nea.org.uk. © NEA 2015

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www.dlwdesign.co.uk

Action for Warm Homes
Fuel Poverty Advisory Group (FPAG) Annual Report

11th annual report headline:

“CHANGE COURSE NOW OR RISK HIGHER BILLS AND THOUSANDS MORE COLDER HOMES”

FPAG wants Government to use some of the £4bn in annual carbon taxes set to be regessively collected from energy bills to help tackle the problem of fuel-poor cold homes with a much more ambitious programme of home insulation.

Calls on other Government departments to take action.
The full FPAG 11th Annual Report is available at:
Recap

• Adapt current resources to build in new fuel poverty and PRS regulations
• Start planning partnerships for new NICE guidance and new heating system fund
• Please remind PPM customers to redeem vouchers next round
• Please use our new resources from our General Election push
• Please support our ask for an additional, long-term, funding stream to radically improve the energy efficiency of 2 million low income homes by 2020 and end the suffering caused by fuel poverty within 10 years
Big Energy Saving Network Evaluation

• DECC commissioned Sheffield Hallam University to conduct an independent evaluation of the first year of BESN (2013/14)
• The full report can be found at https://www.gov.uk/government/publications/evaluation-of-the-big-energy-saving-network-final-report
• Highlights from the report include:
  – Over 90,000 low-income and vulnerable consumers reached – workshops = approx. 16,000, frontline workers = 78,000
  – Nearly ⅓ of BESN workshop attendees contacted their energy supplier about their tariff / switched supplier / applied for an ECO assessment
  – 51% say they now spend less on heating their home because of their engagement with the BESN
• DECC provided £1m to continue the programme into 2014/15 - concluding in late March 2015
Community Action Award

Are you involved in an exciting, innovative project to tackle fuel poverty in your local community?

Community Action Award recognises best practice amongst those who are working to tackle fuel poverty and improve energy efficiency in their local communities. Supported by DECC and British Gas.
Community Action Award

Winners will receive £1.5k to develop or enhance their project, a free place at NEA’s Annual Conference plus practical and financial support to hold a community celebration event.

The next application deadline is Friday 17 April 2015

To apply, or for further information, visit www.nea.org.uk or contact Nina Svedberg-Dunlavy on 0191 269 2935 / nina.dunlavy@nea.org.uk
HEAT HEREOS Award

Recognises individuals within communities in England and Wales who have made a significant contribution to helping those struggling with the effects of fuel poverty.

Open to not-for-profit organisations including local authorities, health and social care agencies, voluntary and statutory agencies and community groups.

Download the entry form at www.nea.org.uk/heat-heroes
Entries must be returned by 31 March 2015.

Winners will be presented with their awards at a Special event in the House of Commons 30th June 2015
Energy Efficiency Best Practice Awards

Eight organisations with a track record of delivering projects to save energy and reduce CO₂ will win up to £5000 to help them in future energy-saving initiatives.

Awards support the British Gas and NEA Community Action Partnership, being delivered with councils across the UK. The scheme is open to not-for-profit and statutory agencies delivering projects in the following locations:

- Northamptonshire
- City of Cardiff
- Walsall
- Barking and Dagenham
- Greater Manchester
- North East of England
- Enfield
- Liverpool

Closing date for applications Friday 13th March 2015
To apply download the guidance notes here and the application form here.
NEA working in the North West

• **British Gas Community Action Partnerships**
  To work with local authorities and their partners to bring affordable energy to residents through practical activities and evaluate the impact on improving lives and the prosperity of the community.
  – Liverpool
  – Greater Manchester

• **DECC Engaging Communities Programmes**
  Provides strategic and practical assistance including training, community engagement and action planning
  – Salford
  – Knowsley

• **Electricity North West  Power Saver Challenge**
  Demand side electricity reduction pilot
  – Stockport
Thank You

Jenny Saunders
Chief Executive
NATIONAL ENERGY ACTION
What is VIRIDIS?

VIRIDIS is a unique strategic alliance involving local Housing Associations, Local Authorities and key partners operating across the Liverpool City Region encapsulating over 660,000 homes across the Region.
Who are VIRIDIS?
VIRIDIS Aims

The overall purpose of VIRIDIS is to ensure that a shared approach is taken to:

- Improve the energy efficiency of residential properties and reduce energy consumption
- Alleviate fuel poverty for its communities and maximise health benefit interventions
- Safeguard and create local employment and supply chain opportunities
- Reduce Co2 emissions
- Enable economies of scale to be exercised
- Enable learning and training opportunities to be shared to maximise efficiencies
- Increase knowledge amongst VIRIDIS members of low carbon housing and fuel poverty matters
- Promote and support collaboration between local authority and registered providers
- Be the Partnership recognised by others locally and nationally as being representative of the home energy efficiency, CO2 emission and fuel poverty priorities of the Liverpool City Region
VIRIDIS Objectives

• combat fuel poverty
• reduce CO2 emissions
• achieve economies of scale in the delivery
• maximise local employment and supply chain opportunities
• become the leading authority on CO2 reduction and combating fuel poverty in residential housing
VIRIDIS Background

- Photo Voltaic ESCO pilot
- Retrofitting CESP & ECO
- Launch March 2014 ‘Pledge’
- Transition Period re focusing
VIRIDIS Positive Outcomes

- Delivered over £130m retrofitting investment across the LCR
- **Website** - [www.viridisenergysaving.co.uk](http://www.viridisenergysaving.co.uk)
- Promoted energy saving helpline (0800 043 0151)
- Supported a Collective Switch Scheme saving residents over £200,000
- Build a suite of energy saving communication documents
- Promotional Activity & Materials
- External wall insulation retrofitting guide
- Training **1000** front line energy coordinators
- Influencing policy & priorities for funding
VIRIDIS – Energy Project of the Year!

- **September 2014**: VIRIDIS named Energy Reduction Project of the Year at the National Community Energy Awards.

- VIRIDIS collaborative approach of partnership working was viewed by judges as highly innovative and the ‘future’ for the UK in terms of reducing duplication and delivering more.

- Special praise was given for the approach to standardise elements such as the website, residents’ helpline and training.
VIRIDIS Next Steps....

• Develop the ‘brand’ & raise profile – website, twitter
• 3 Pillars: 1) Energy Efficiency
  2) Resident Engagement
  3) Energy
• Partnership working, Liverpool CAP, ESIF, Horizon 2020
Further Information

Website:  [www.viridisenergysaving.co.uk](http://www.viridisenergysaving.co.uk)
Twitter:  @Viridis_Energy

Contact:  Paula Lowrey, VIRIDIS Project Manager
Paula.Lowrey@sefton.gov.uk
0151 934 2734
Community Energy Strategy
Workshop Feedback

Department of Energy & Climate Change
Workshop Feedback

Interactive workshop sessions focused on a series of questions relating to the Community Energy Strategy which were:

• What works in delivering energy efficiency at the community level?
• What are the benefits of action at the community level? What evidence do we have?
• What are the main barriers?
• What potential Government intervention is needed to address these barriers?
Workshop Feedback

245 fuel poverty/energy efficiency professionals contributed

• Recorded a wide range of responses to the questions

• Clear that some topics were more frequently mentioned than others.
Workshop Feedback

What works in delivering energy efficiency at the community level?

- A range of localised, well-targeted community outreach activities
- Delivered and supported by multi-agency referral networks
- Offering tailored support to the most vulnerable fuel poor householders
- Considered to be particularly effective delivery models

The benefits of action at the community level

- Improvements in community cohesion and area regeneration
- The potential to upskill residents
- Utilise awareness-raising through ‘word of mouth’
What evidence do we have in support of what works?
• An extensive list of projects and initiatives from across the country was provided in support of this question.

How much these type of services/approaches typically cost
• Supported by some practical examples as well as some guidance as to what makes up the cost of an effective project.
• Highlighted that the cost of delivering projects should be compared with the cost benefit to householders
• It is clear that short term, pilot projects would be less cost-effective than a longer term programme.
What are the main barriers to effective engagement at community level?

• Extensive list provided to DECC but a number of issues featured repeatedly in the responses including;
  • Consistency and duration of funding provision
  • Complexity and inequality of schemes
  • Lack of resources at a local level to deliver/support
  • Lack of health sector engagement
  • No drivers/obligations to alleviate fuel poverty
Contents of presentation

- Introduction to the Programme
- Headline findings from smart metering research
- DECC’s consumer engagement policy conclusions
- Questions and contact details
The roll-out of smart meters is an important national modernisation programme that will bring big benefits to consumers and Great Britain.

Our programme aims to replace 53 million meters with smart electricity and gas meters in all domestic properties, and smart or advanced meters in smaller non-domestic sites, by the end of 2020 - impacting approximately 30 million premises.

Domestic customers will be offered an In-Home Display (IHD) enabling them to see what energy they are using and how much it is costing. This will put them in control and avoid wasting energy and money.
Smart metering benefits

Smart meters will:

- communicate directly with energy suppliers;
- bring an end to estimated billing;
- improve the experience of buying and using energy, especially for prepayment customers;
- and make switching energy suppliers easier and faster.

The latest updated GB Impact Assessment, published in January 2014, estimates a positive net present benefit of over £6 billion over the period to 2030.
How will we ensure benefits are realised?

- Consumer Engagement Strategy, published in 2012, and Energy Supplier Licence Conditions
- A centralised, independent body – ‘Smart Energy GB’ – responsible for the national consumer engagement campaign
- DECC monitoring and evaluation
DECC’s Smart Metering Early Learning Project (ELP):

- explored the experiences of domestic consumers involved in the early roll-out stage; and
- investigated the outcomes consumers have experienced.

Early Learning Project

Foundation installations to early 2013

Energy Consumption analysis

Consumer survey (4000 consumers) & in-depth research

Pre-payment in-depth research (90 depths, 8 groups)

Smart PP research including smart-type PPM meters by Utilita (late 2013)

Synthesis
Integrates evidence on how consumer engagement is working and identifies where further steps are likely to be effective in increasing consumer benefits

Policy conclusions

Behaviour change trials (4 ‘mini’ trials)
Headline findings
A positive credit consumer response to smart meters…

**High levels of satisfaction:**
89% were satisfied with installation.
72% were satisfied with their smart meter and IHD overall.
Only 4% dissatisfied.

**Word of mouth potential:**
Nearly half (47%) of smart meter customers would speak highly about their smart meter.
Only a small minority would be critical (5%).

**Low levels of concern:**
Most customers did not have any concerns about their smart meter (82%).

“*The smart meter is more convenient for us and the energy company. We don't need to let people in to read the meter; we were arranging days off to be in for meter readings [before]. It's also better security for us; it could be anybody at the door.*”
Household interview, Middle income, 18-34, Children in HH, IHD plugged in
Most felt satisfied with information received - but recall of follow up contact was low

**Pre-Installation**
- 81% of smart meter customers recalled receiving some form of communication prior to their installation visit
- 51% received a letter confirming the date and time of the installation visit

**During Installation**
- Two thirds were shown how the smart meter or IHD worked
- Around half received a document explaining how the smart meter or IHD worked
- 70-80% were satisfied with the information provided – high but lower than satisfaction with practical elements
- Older groups were less satisfied and were more likely to feel overwhelmed by the information, or that they couldn’t take it in or felt they didn’t understand technology

**Post Installation**
- 30% recalled receiving contact from their energy supplier after installation – mostly telephone calls to check it had been installed
- “They should be asking us if we’ve used it to full potential; do we understand it? There hasn’t been anything asking are we pleased with it.”
  Credit smart meter interview, Middle income, 35-64, IHD plugged in

Most reported that the engineer spent some time showing them their IHD

They often pre-set options, such as credit alert levels; this may or may not have been done following initial discussions with customer

Most claimed to be satisfied with the information/support provided

At least one had a follow-up courtesy call; a few had telephoned their supplier with problems but most reported no follow-up contact
Conclusions on Installation visit

• With regard to the installation process, the ELP synthesis concludes that a positive installation experience has the potential to be a key moment in the overall customer journey towards better management of energy consumption.

• The research specifically highlights the importance of:
  • Well-organised logistics and appointment systems;
  • Sufficient time allocations for installations (including a recognition that particular groups, such as vulnerable and prepayment consumers are likely to need extra time and support);
  • Well-designed installer training and supporting information materials to ensure installers can provide high quality explanations and advice;
  • Tailoring of written and verbal engagement to the circumstances, predispositions, interests and knowledge of different households (e.g. those with an already high-level of energy literacy, as well as vulnerable, prepayment and low income households).
Strong consumer engagement with IHDs

96% had plugged their IHD in at some point, of which 71% agreed they found IHD easy to use.

7 in 10 had immediately used their IHD to see how much electricity different appliances used and how much gas they used (if had gas smart meter)

61% still had their IHD plugged in

“I glance at it every day. Sometimes I look just before I go to bed; to see how much has been spent in a day.” (Middle income, 65 and over, IHD plugged in)

“[If that’s not simple [the IHD], I don’t know what is … that machine doesn’t frighten me.” (Middle income, 65 and over, IHD plugged in)

Smart PP customers were very positive about the IHD for enabling better monitoring of account balance, and feeling they were less likely to get ‘caught out’
Benefits among PPM customers

Not needing to access the meter and helping with budgeting are highly valued by PPM customers, with real positive impacts on daily lives. Other benefits of improved energy management and a wider range of top-up options are appealing to consumers but were not widely observed in practice.

‘I’d snatch their hand off, definitely want one. I want one badly, I really do, it would just save me so much hassle’. (Legacy Prepayment Depth)

This is what I have to do, I have to get on my hands and knees. I hate this, I really do. I shouldn’t have to do this. [ ] I will get to a time when I can’t do this. (Legacy Prepayment Depth)

That’s brilliant, that you wouldn’t have to go out in the cold. I know a lot of people don’t have to but to me, with everyone looking at you, especially there, because it’s a really busy road. The bus stop is there and everything, I’m there on my knees doing that, oh God. (Legacy Prepayment Depth)

So what’s your experience been of using Emergency credit? I haven’t used it on this one…
…You haven’t? No, okay, What about in the past when you were with [energy company]…
…Yes, we used it all the time (Smart Prepayment Depth)
There are clear benefits being reported by Smart PP customers, although some issues realising other ones.

**Two main benefits coming through from those using smart prepayment**

- **IHD replaces need to access meter**
  - Major benefit for anyone with difficult to access meters making it easier to monitor credit balances, and reducing the chance of customers inadvertently being cut-off.

- **Improved budgeting**
  - Energy consumption information expressed in £/h is a major driver of engagement and a key benefit of the IHD.
  - Access to information on credit balances, predicted number of days remaining, credit alerts, and historical spend data makes it easier to manage balance.

**Improved energy management**

- Although customers are using the IHD to help them budget (and avoid running out of credit) there was less evidence they were using it to reduce consumption.

**Easier to top up**

There was evidence of a number of barriers to using new ways of topping up. There are likely to be experienced by some of the most vulnerable customers:

- the need to pay by cash
- minimum top-up thresholds
- lack of required devices
- lack of competence/confidence to use the devices

However, some areas where there was less evidence benefits were being realised.
Consumers will need further assistance to achieve the full potential benefits

Positive impacts identified (based on self-reported actions)

- Try to reduce energy use at home
- Frequently purchase more efficient appliances
- Installed loft/top-up insulation
- Less likely to have queried a bill
- Feel in control of gas use
- Know what uses most electricity in home
- Recently changed energy tariff
- Satisfied with energy supplier

Evidence suggests more scope for improving impacts in other areas including wider energy efficiency behaviours

In order to improve these impacts consumers will need further support in a) using the IHD to its full potential and b) acting on the information it is giving them
Knowing how to use the IHD

Credit customers reported two main ways of using their IHD:

‘Information driven’ approach
A primary interest in knowing how much energy a specific appliance uses, which appliances ‘make it go red’ or ‘cause a spike’

‘Monitoring’ approach
A primary interest in monitoring the state of things in the house, or keeping a general overall eye on energy use day-to-day (e.g. checking everything is off when they leave the house, comparing usage over time).

Linked to more enduring usage and greater benefits

PPM customers using IHD in a different way - primarily to monitor account balance rather than energy consumption info (on a different screen)

Challenge: to move consumers from an ‘information driven’ (or account balance) approach to one of monitoring to ensure sustained usage and impact of IHD
Consumers need to know what to do to save energy

- General awareness and intentions to manage energy better are not sufficient – consumers need tailored help to develop behavioural strategies and identify savings.
- Increased energy saving beyond IA projections is feasible and will help to ensure Programme success.

- Range of evidence from ELP that consumers need specific advice and guidance to help them save energy.
- ELP highlights positive role of installers as agents of change – we need to harness this cost-effective opportunity.
- Advice and guidance may be best delivered in stages, pre, during and post installation.
- Scope for joining up with local organisations
- Links to other energy efficiency levers – increasing the material benefits of the roll-out to consumers
Extra needs of priority groups

Vulnerable groups shown across different strands of research to require additional support in order to realise benefits and reports conclude that this is likely to need to be face to face.

- Less likely to have plugged their IHD in; say the IHD was easy to use; say they knew how to operate different functions of IHD.
- Tended to be less satisfied with specific elements of the installation process such as the explanations provided on the IHD.
- More likely to have stopped using the IHD because they did not understand it.

Prepayment customers generally not interacting with energy consumption element of the IHD. PP research concluded that these customers needed additional support in both engaging with energy consumption information and acting on it.
Next Steps…

DECC’s Policy Conclusions
Conclusions

- **Prepayment consumers** have additional information and support requirements.
- **Installers** have an important role in engaging and advising consumers during the installation visit, and maintaining the quality of this activity will be important.
- Providing specific customer groups with *suitably tailored information* at installation and in supporting materials could help to meet their additional needs and to overcome barriers to accessing smart meter benefits.

- **The IHD is an important tool** for engaging consumers with smart metering information both at the point of installation and in the longer term.
- Encouraging a ‘monitoring approach’ to information displayed on the IHD, and an appropriate calibration to the household consumption level could be more effective in enabling consumers to use smart metering data to change behaviour and reduce energy consumption.
- Certain groups of energy customers would benefit from *post-installation support*
Developing a strong response to ELP findings

Priority issues are:

1. The centrality of behaviour change – consumers need to know what to do to save energy through tailored strategies

2. The need for appropriate advice to help consumers realise the benefits of smart meters, e.g. to encourage an on-going ‘monitoring’ approach to using the IHD

3. Ensuring the necessary support is available for key groups of consumers (vulnerable, low-income, elderly, prepayment consumers and those living in rented accommodation)

Our aim:
to ensure all aspects of CES remain on track, and ELP evidence informs work to optimise consumer engagement and ensure priority consumers benefit equally
Developing a strong response to ELP findings

**Issue**

To change behaviour, consumers need to know what to do to save energy and realise the full benefits of smart meters.

**Policy conclusion**

DECC will lead a project to develop good practice energy efficiency advice and guidance materials to be used at the point of installation, support installers in delivering tailored advice appropriate to the customer’s needs, and potentially in follow-up support.

**Issue**

Key groups of consumers may need additional support to realise the full benefits of smart meters.

**Policy conclusion**

DECC will assess the planned provision of follow-up support for vulnerable consumers and whether further steps are required to ensure benefits are realised for key groups of consumers.
Thank you for listening.
If you would like to share any evidence from your own organisation or have any questions about DECC’s research, please contact:

andrew.charlesworth@decc.gsi.gove.uk

Research publications can be found at:

More information on Smart Energy GB’s national campaign can be found at: www.smartenergygb.org
Workshop: Sharing Experiences and Understanding

A discussion session focussing on

- Government’s new Central Heating Fund
- Fuel Poverty & Health
Central Heating Fund

Autumn Statement 2014

• Government announced £25million for a fund to support low income off-grid households
• Designed to support installation of first time central heating systems in England
• Will help fuel poor households by funding the installation of complete central heating systems, including the heating source, pipework and radiators
Central Heating Fund

Competition for local authorities will be launched in coming weeks

- Looking for bids that;
  - maximise the benefits the funding can bring to non-gas households including those in rural areas
  - provide a comprehensive package to householders covering new central heating, suitable insulation and, where possible, connection to the gas grid
- DECC will encourage innovative bids which draw on other finance streams
- Expect the competition could significantly improve the heating standards of up to 8,000 fuel poor homes
Central Heating Fund

DECC seeking input from Forum delegates into the scheme design. In particular;

• experiences/learning from previous competitions in relation to the setting of criteria and the process used in running the competition
• experiences in the delivery of central heating to fuel poor homes
  - what were the key challenges
  - are there any specific factors DECC should take account of for the scheme criteria
Central Heating Fund

A detailed scheme application pack including guidance on how to apply will be published in the coming weeks.

To discuss the scheme directly with DECC, send an email to will.field@decc.gsi.gov.uk.
DECC is working to facilitate local delivery and understand how support can be delivered at a national level

• NEA has recently been conducting a survey of local health and fuel poverty schemes on DECC’s behalf
• This workshop session aims to better understand the challenges and opportunities for delivering support via local health focussed schemes
Fuel Poverty & Health

DECC would like to know about local health and fuel poverty schemes you are involved in and/or aware of

On the templates provided, please record;

• Project name
• Brief description of the project
• How is the project funded?
• Partner agencies involved
• What specific challenges have you experienced?
• What are the project’s successes?
• How does the project make links with health?
• Your contact details
DECC’s Smart Metering Early Learning Project (ELP):

- explored the experiences of domestic consumers involved in the early roll-out stage; and
- investigated the outcomes consumers have experienced.

If you would like to share any evidence from your own organisation or have any questions about DECC’s research, please contact:
andrew.charlesworth@decc.gsi.gsi.gov.uk

Research publications can be found at:

More information on Smart Energy GB’s national campaign can be found at: www.smartenergygb.org
North West
FUEL POVERTY FORUM
Liverpool

Thank You

Diane Bland
Project Development Co-ordinator

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