



Action for Warm Homes

# ONE DAY INTRODUCTION TO DOMESTIC ENERGY EFFICIENCY

## COURSE AUDIENCE

This course is designed for frontline staff providing householders with energy efficiency advice either face-to-face or by telephone.

## COURSE AIM

The course aims to provide delegates with a basic understanding of energy efficiency and the knowledge required to deliver energy advice.

## COURSE OBJECTIVES

Explain:

- fuel poverty and its health implications
- domestic heating and hot water systems and controls
- electricity/ gas consumption, costs and payment options
- grants/ assistance
- heat loss and insulation options
- causes/ solutions for condensation dampness

## COURSE CONTENT

- The definition of fuel poverty, its health impacts and identifying high risk groups
- Heating and hot water systems and controls
- Gas and electricity meters – including a basic introduction to smart meters
- Gas and electricity statements, how they are calculated and payment options
- Sources of advice and assistance available to householders struggling with their fuel costs and looking to improve the energy efficiency of their homes,



National Energy Action, Level 6, West One, Forth Banks, Newcastle upon Tyne  
Tel: 0191 261 5677 / Fax: 0191 261 6496 / Website: [www.nea.org.uk](http://www.nea.org.uk)

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*Action for Warm Homes*

this includes the Affordable Warmth Obligation of the Energy Company Obligation

- Heat loss and the available insulation options
- The common types of dampness and the causes and remedies for condensation

The content of this course can also be tailored to meet the needs of the group.

## **DURATION**

One day (6 hours)

## **COURSE DATES/ LOCATIONS**

This course can be delivered in-house to organisations wishing to train a group of staff.

## **FURTHER DETAILS, FEES AND BOOKINGS PLEASE CONTACT**

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