

energise

@cse_bristol

Tackling the threat of climate change and ending the misery of cold homes



Bright Green Future: Our programme for young people to gain skills and influence environmental change

TWITTER @BrightGrnFuture
FACEBOOK csebrightgreenfuture

Do you know a young person (14-17 years old) who is motivated, full of ideas, interested in sustainability and enthusiastic about gaining new skills and knowledge?

If so, **Bright Green Future** should be right up their street.

It's CSE's training programme designed to create the next generation of environmental decision-makers. The two-year programme opened to applications in the summer.

Now is a good time to find out about joining next year, as project manager Bridget Newbery explains.

"Through Bright Green Future, young people will gain knowledge and experience, meet like-minded people, and make a difference in their local area. They can start to influence how decisions are made on energy and climate change, hopefully leading to a bright career in the sector."

There's more information and a short introductory video on the project website at www.bright-green-future.org.uk

"We're working hard to spread word of Bright Green Future in schools and other organisations," Bridget added. "So it would be great if Energise readers could share details with their contacts."

BRIGHT GREEN FUTURE

Bright Green Future is part of a Big Lottery funded project called Our Bright Future, aimed at empowering young people to lead progressive change in their communities and local environment.



Inside Energise ...

p2 THERMOS heats up



p3 How can we ensure everyone has access to community energy?



p5 Priority services for vulnerable households



Energise is produced twice a year and distributed free. To request a copy email newsletter@cse.org.uk We also send out a fortnightly e-news; sign up at www.cse.org.uk/enews



Kicking off one of our biggest projects for years ...

€3m THERMOS project will reduce planning costs of heat networks

After much preparation we've started work on THERMOS (Thermal Energy Resource Modelling and Optimisation System), a multi-partner €3m project to accelerate the development of low-carbon district energy networks in Europe.

It will provide local authorities and other bodies with dramatically improved methodology, tools and data to streamline the planning process for district heating systems.

We'll be working with a range of experts from universities, local and city-wide authorities, energy and environmental agencies and specialist consultancies based in the UK, Spain, Poland, Latvia, Denmark, Germany, Portugal and Romania (see right).

CSE is the lead partner on THERMOS, and Martin Holley is

our project manager. "Planning a local heat network is a drawn-out, expensive and complex business," he said, "not least because local authorities and developers tend to repeat the feasibility studies and other steps in the process that developers of similar schemes elsewhere have undertaken already – reinventing the wheel, if you like.

"THERMOS will provide the methods, tools and data to enable public authorities and other stakeholders to undertake more sophisticated thermal energy system planning far more rapidly and cheaply than they can today. This approach will massively reduce planning costs."

THERMOS is a Horizon 2020 project funded by the EU, and will run until September 2019. For a full project profile, see www.cse.org.uk/thermos

Top, Cllr Claudia Webb welcomes THERMOS partners to London at the Islington Ecology Centre in October; below, pipework at the Bunhill Energy Centre, which includes a district heating system, in Islington.



Working with CSE on THERMOS

Our partners include universities, local authorities and city-wide authorities, energy and environmental agencies and specialist consultants:

UK: Imperial College, London, Greater London Authority, London Borough of Islington; **Spain:** Creara Consultores SL, Ajuntament de Granollers; **Poland:** Krajowa Agencja Poszanowania Energii SA, Miasto Stołeczne Warszawa; **Latvia:** Vides Investīciju Fonds SIA, Jelgavas Dome; **Denmark:** Aalborg Universitet; **Germany:** ICLEI European Secretariat GMBH, Deutsche Energie-Agentur GMBH; **Romania:** Primaria Municipiului Alba Iulia; **Portugal:** Municipio de Cascais.



Green Deal Communities and heritage buildings

Do solid wall insulation schemes, particularly those encouraging large-scale take-up, lead to damage to older properties? We took a look at Green Deal Communities to find out.

Green Deal Communities was a 2013 government initiative that offered 24 local authorities a share of £88m to deliver street-by-street energy efficiency improvements with a particular focus on solid wall insulation.

Now that the dust has settled on the 1000s of building works that the scheme set in train, we wanted to know how these schemes were designed, and especially how solid wall insulation was applied to traditional and heritage buildings (e.g. built before 1919) which can be damaged if the process is applied poorly.

We conducted an email-based survey of the 24 funded councils, asking about the overall business model for the insulation programme and whether the systems adopted were designed with older properties in mind.

Were specific planning allowances made for heritage properties, for example, and how were issues such as visual impact dealt with?

CSE's Dan Stone said, "Whilst it's difficult to draw concrete conclusions from such a small sample size, the results do give us an insight into how different councils have approached their schemes and what issues have been of concern to them."

Download the report at www.cse.org.uk/news/view/2124

It includes our suggestions for how a similar mass implementation programme in the future could limit the risks to heritage homes without increasing costs.



How can we ensure everyone has access to community energy?

Earlier this year, CSE's Rachel Coxcoo was a speaker at a London workshop on community energy organised by the thinktank IPPR and Citizens Advice.

Rachel presented a session exploring how participation in community energy could be widened, an issue which has long been close to CSE's heart.

"Increasing the level of public engagement with community energy in its broadest sense is important to CSE and to the community energy movement as a whole," said Rachel. "Community energy is for the most part focussed on renewables – not the equally important area of fuel poverty and energy affordability. It also

tends to be concentrated in more affluent areas and among those with the money, social capital and know-how to make it work.

"And while there's nothing wrong with community solar or wind projects – we actually do a huge amount to support them – poorer neighbourhoods are all too often left out, in part due to the structure of government backing. We'd like to see far more effort put into spreading the benefits of local energy schemes to people who may never be the happy shareholders of a solar farm and whose



relationship with energy is more likely to be fuel debt or a cold home."

Rachel finished with four proposed government priorities for widening participation:

- 1 Recognise that the most deprived areas need a specific support programme.
- 2 Address the hollowing-out of energy expertise within local authorities.
- 3 Develop a cross-departmental strategy for supporting deprived communities to take control of energy use, linking to health, community resilience and energy affordability agendas.
- 4 Develop a work programme to support energy advice and tenant/landlord energy generation partnerships in social housing developments.

You can download Rachel's presentation with voice-over at www.cse.org.uk/news/view/2105



The photo above shows a slow-cooker event that CSE ran in Weston-super-Mare back in 2014. "This isn't what you normally think of when someone says 'community energy'," said Rachel. "But this is a neighbourhood where the cost of feeding a family is high on the agenda and where activities like this – touching on saving money, nutrition and energy – help build trust and get people talking about energy use in general. I'm not knocking renewables, but if you want to open up a dialogue about energy, the pros and cons of a community-owned renewables scheme may not be the place to start."

New guidance note for community energy groups

How to identify suitable areas for onshore wind in your neighbourhood plan

CSE has produced a guidance document designed to help community groups identify suitable areas for onshore wind development.

This is in response to a change in the planning regime that came into effect in June 2015, which gives local people the final say on planning applications for wind turbines. The new national guidance advises that for onshore wind proposals to get planning permission, two conditions apply:

- 1 The development site must be in an area identified as suitable for wind energy development in a Local or Neighbourhood Plan.
- 2 Following consultation it can be demonstrated that the planning impacts identified by affected local communities have been fully addressed and therefore the proposal has their backing.

Dan Stone, who wrote the 32-page guidance for community energy groups, said, "The need for sites to be allocated in Local or Neighbourhood Plans adds a layer of complexity and potential cost to the development of community wind projects. And because this is a relatively recent policy change, there is little experience to draw upon.

"We hope that this guidance note can fill the gap."

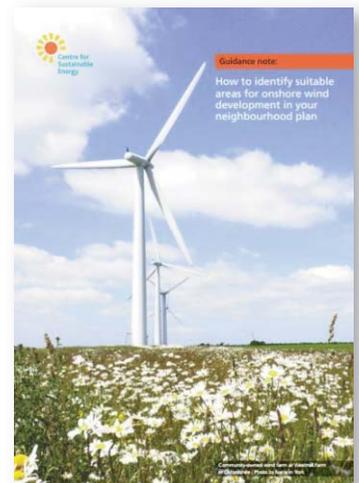
CSE's guidance sets out a process that neighbourhood planning groups could follow to narrow down suitable areas and the type of supporting evidence needed to support their policies, accompanied by suggestions on how they might approach community involvement and a useful template for policy wording.

"Since a wind policy must now pass a Neighbourhood Plan referendum, and a planning application for onshore wind must show community backing, demonstrating community sup-

port is now all-important," added Dan. "Therefore our guidance stresses the need to get a mandate from the community to explore the principle of hosting wind turbines, and explores how groups might plan and approach community involvement work."

We've also explored the pros and cons of different ownership models, such as pursuing a wholly community-owned project (where the community reaps all the benefits, but also carries all the risks) or entering into a joint venture with commercial wind farm developers.

Download the guidance from www.cse.org.uk/news/view/2109



Urban Community Energy Fund closes early, but there's power in the pipeline ...

To many in the community energy world – including us at CSE – the abrupt but not unexpected closure of the Urban Community Energy Fund (UCEF) in July came as a disappointment.

UCEF provided financial support to ambitious community energy projects, helping them get to the point at which they were an attractive proposition for a bank or other financier. The scheme was administered by CSE from its launch in November 2014

to its untimely demise.

But it's not all doom and gloom. CSE's Rachel Coxcoon said, "This felt like a hammer-blow to those of us wanting to see more locally-owned energy infrastructure. But despite its early closure UCEF has had a positive impact. We awarded £1.2m in grants to 75 different projects across England. More than 5MW has already been installed and there are still 50 projects in the pipeline so more capacity is on the way.

"And huge credit goes to all the groups we've worked with. There are some truly inspirational projects out there, and countless dedicated and skilled volunteers."

For profiles of community groups from Liverpool, Hartlepool and Reading who made successful UCEF bids, see

www.cse.org.uk/news/view/1995

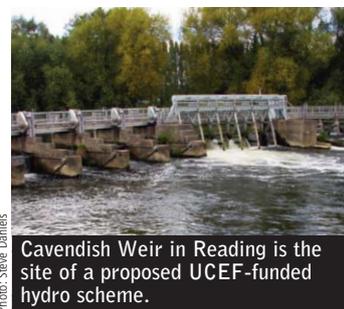
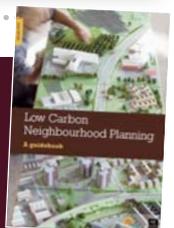


Photo: Steve Daniels
Cavendish Weir in Reading is the site of a proposed UCEF-funded hydro scheme.

LAST YEAR we published a guidebook to low-carbon neighbourhood planning that turned out to be a bit of a hit. It was updated early in 2016 and has now been downloaded over 4,000 times from our website.

The guidebook was developed to help communities develop a neighbourhood plan, and focusses on the potential neighbourhood planning has to address climate change mitigation and adaptation. See www.cse.org.uk/news/view/2079



More TEA? Our contract to give energy advice to Bristol council tenants is extended for two years

We received some good news in the summer when we were awarded the contract to deliver the Tenants Energy Advice (TEA) service on behalf of Bristol City Council for a further two years.

TEA gives council tenants advice on things like using their heating controls, managing their energy bills and dealing with condensation, damp and mould. It helps vulnerable tenants in the city to live in warmer, healthier homes and to enjoy affordable energy bills.

Since November 2013, our Home Energy Team has supported over 2,100 tenants through this ongoing initiative. In that time we've run numerous advice surgeries, conducted 300 home visits and arranged essential maintenance and repairs for 250 households.

In the latest census (2011), 14.5% of Bristol households were renting from the council.

Jamie Walters is managing the service. "Our advice has led to tenants saving over £200,000 in total through switching tariffs, clearing fuel debt and applying for rebates like the Warm Home Discount.

"Securing the new contract means we can continue to provide support to some of Bristol's most vulnerable households well in to 2018," he said.

To find out more about TEA, please contact jamie.walters@cse.org.uk

To help Bristol City Council's tenants, we produced an in-house and low-budget video on how to use a Danfoss digital central heating programmer – this is the model that the council is installing in its properties across the city as part of a planned programme of heating improvements. It's proved remarkably popular, and not just in Bristol.



View video at <https://youtu.be/nXnm77yAGM>

Getting vulnerable householders signed up to the Priority Services Register



Whatever your age, if you're dependent on electricity for medical equipment, you could be at risk during a power cut.

For most of us, a power cut is merely an inconvenience, at worst spoiling food in the fridge or freezer or triggering burglar alarms.

For others, particularly the elderly, those dependent on electricity for medical equipment or people living with a long-term illness or disability, it can be much more serious.

This is why energy companies – both the distribution network operators (DNOs) who run the networks of pipes and wires and the suppliers themselves – are required to maintain a Priority Services Register: a list of vulnerable households who qualify for extra help in the event of a power cut.

But many such households are not on the register, and CSE is working with Western Power Distribution, the DNO that covers the Midlands, South Wales and the South West, to sign more people up.

Their service is also available to anyone in receipt of a state pension.

"The benefits to the householder are significant," says CSE's Jamie Walters. "These include advanced notice of planned interruptions to the electricity supply, advice on how to be prepared for a power cut and, if necessary, a cold weather crisis pack, a dedicated phone line, and special help from the British Red Cross."

There's an online sign-up form on our advice site at www.cse.org.uk/psr

This initiative is part of the Power Up Advice Hub, our partnership with WPD through which we provide energy advice to their more vulnerable customers.



Impact of smart prepayment meters on fuel poverty could be profound and positive

Smart Prepayment and Fuel Poverty is a new report, written by CSE for Eaga Charitable Trust and Citizens Advice.

It summarises research by our Research and Analysis team into the effects of the growing use of smart prepayment meters on fuel poverty, particularly amongst households already using conventional prepayment meters. This group has historically been poorly served by the energy market – for example, in lack of access to the cheaper tariffs available to (usually better-off) direct debit customers.

Nicky Hodges was the lead author. “This report adds to our understanding of how growth in the installation and use of smart technology may affect fuel poverty amongst consumers who already pay for their electricity via prepayment meters.

“Our modelling indicates that smart prepayment meters could lower the cost of energy enough to lift around 180,000 households out of fuel poverty altogether whilst on average reducing from £449 to £331 the amount that those remaining in fuel poverty fall short of being able to heat their homes adequately.”

To date, installations and consumer trials of smart prepayment meters have been relatively few, with the suppliers Utilita, Ovo and British Gas at the forefront of a generally sluggish field. The industry-wide schedule for smart metering has

been repeatedly delayed, with the rollout for prepayment-enabled meters coming later than that for normal ‘credit’ meters.

Smart meters come with an in-home display for consumers to view information on their energy usage in £ or in kWh. Our research investigated how early adopters of smart prepayment meters use their in-home displays for credit checking purposes and to keep track of and make choices about their energy usage.

The research findings emphasise the importance of the Smart Meter Installation Code of Practice (SMICoP) requirements for guidance on using the in-home display and providing energy efficiency guidance for prepayment consumers. It identifies recommendations aimed at Ofgem, the Department for Business, Energy & Industrial Strategy (BEIS), Smart Energy GB, Energy UK (the industry umbrella body) and suppliers aimed at enabling fuel poor prepayment consumers to realise the benefits offered by smart metering.



180,000 households could be lifted out of fuel poverty, our report says

Download a summary at www.cse.org.uk/news/view/2148
The research was funded by Eaga Charitable Trust and Citizens Advice. It also drew on findings from a previous CSE research project funded by the Cheshire Lehmann Fund.

Consultation responses

CSE has submitted responses to two consultations in the past couple of months. The first was to Ofgem’s consultation on ‘allocation of voluntary redress payments in the context of enforcement cases’.

Voluntary redress payments are levied on energy companies when Ofgem sees evidence of poor practice, such as inaccurate billing, bad customer service or failure to meet energy saving targets. Instead of a formal fine (which would go to the Treasury), these redress payments are given to charities to support schemes which help vulnerable households. The sums involved are substantial, averaging about £3m a month.

Current arrangements are somewhat ad hoc with significant influence given to the guilty energy supplier to select the recipient charities and set priorities for the scheme. Ofgem is minded to replace this with a more formal and transparent arrangement.

CSE’s response to the consultation was prepared by Chief Executive Simon Roberts. “We hope Ofgem will follow through on its preferred option of a more clearly structured system that is beyond the influence of the errant suppliers. We call on Ofgem to set out the sorts of benefits such schemes should be delivering for *vulnerable* households, and urge them to appoint the decision-making panel directly, rather than out-source this responsibility to a fund administrator.”

Read our response at

www.cse.org.uk/news/view/2133



Our second consultation response was to proposed changes to the Energy Company Obligation (ECO) for 2017-18 and ‘aspects of the high level design for a longer term supplier obligation’. This was a consultation from the Department for Business, Energy & Industrial Strategy (BEIS)’.

The ECO is a programme to deliver energy efficiency measures in homes across Great Britain funded by energy companies, and due to finish at the end of March 2017.

See www.cse.org.uk/news/view/2132

Grants for energy-saving measures in community buildings

Earlier this autumn, Western Power Distribution (WPD) launched the fifth round of their funding scheme known as Community Chest.

Administered by CSE, this fund gives grants of up to £1,000 to community buildings in the Midlands, South West and South Wales to make energy-saving improvements that reduce running costs and improve the comfort and warmth of community buildings such as village halls.

The scheme has given grants to over 200 community buildings since 2010. This year, a total of £50,000 is up for grabs (though it may have run out by the time we go to press!).

Fundable improvements include insulation measures, heating modifications, double or secondary glazing, draught

proofing, energy efficient lighting, energy-saving appliances and water reduction measures.

"Low-cost and zero-cost changes can often make the biggest difference," said CSE's Dan Stone. "So we're encouraging people to look into these improvements before considering the bigger, more expensive stuff like renewables."

Successful grant recipients will be required to hold a public event to showcase the improvements and share knowledge and advice on energy saving with the wider community.

Details and application forms from www.cse.org.uk/wpdc



■ CSE administered a second fund on behalf of WPD this year.

Known as the Affordable Warmth Local Action Fund, this gave a share of £60,000 to groups running projects to tackle fuel poverty projects and to enroll people area into onto WPD's priority service register.

"Forty organisations applied for funding," said CSE's James Watt. "We whittled these down to ten, from which WPD selected the final four."

The successful applicants are: Central and North East Northamptonshire Citizens Advice, Cornwall Rural Community Charity, Derbyshire County Council's Healthy Home Programme and Disability Resource Centre, Birmingham.

1,000s a day turn to CSE's website and video channel for energy advice

Winter is on the way and on the coat tails of the colder weather we've seen a record number of people visiting our website, particularly the pages on our advice site dealing with heating.

Our page on room heaters alone was viewed nearly 2,000 times in a single day.

It's the same on our YouTube channel (www.bit.ly/2fPJxQa) where our five films on heating controls - produced in-house and using freely available editing software - are being watched over 1,000 times a day.

There's clearly a demand out there for no-frills how-to videos of this kind.



Preventing illness by tackling cold homes: a review

Of the many projects CSE undertook last year (2015), one of the most significant was Preventing Illness by Tackling Cold Homes (PITCH).

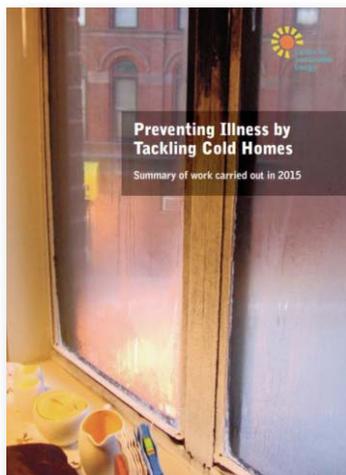
Funded by Bristol Green Capital as part of the city's year

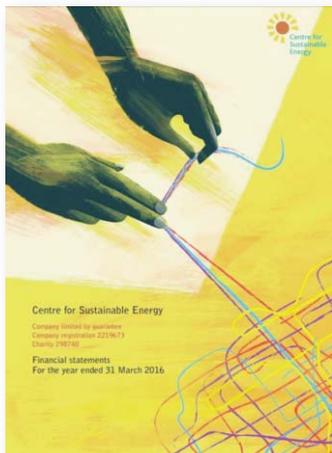
as European Green Capital, the aim was to engage the health service in Bristol at all levels (and within all organisations that make up the Bristol health service) so that preventing the detrimental health impacts linked to cold homes becomes a recognised component of the local approach to healthcare.

This was all linked to the introduction of National Institute of Health and Care Excellence (NICE) guidance on excess winter deaths and illness and the health risks associated with

cold homes, published in March 2015. This guidance, which CSE was involved in developing, sets out recommendations for why and how the health service should engage with efforts to make our homes less cold and damp.

Download the report from www.cse.org.uk/news/view/2114





'Why we can't be wallflowers' ... and other lessons

Our 2015-16 Annual Report is now out. As in past years, a

section is dedicated to 'lessons learned'. Here are our five for 2015-16:

- 1 We need to build meaningful public consent – from the bottom up.
- 2 'Community energy' needs to reach beyond the middle classes.
- 3 Fuel poverty policies and programmes might not be perfect, but there are still ways to make a difference.
- 4 Low-cost videos help people get their heads round heating controls.
- 5 We all need to join in – it's now a 'bring your own' party.

For a full explanation, download the review and see pages 6-10.

www.cse.org.uk/about-us/accounts

Energy advice leaflets in Welsh

We've had a dozen of our popular energy advice leaflets translated into Welsh. This was prompted by requests by Conway Council for Welsh language materials to help tackle fuel poverty among their tenants and other residents.

Choose from the following:

Gwres ac iechyd (Cold homes and health)

Atal drafftiau (Draught-proofing)

Economy 7 (Economy 7)

Monitorau ynni (Energy monitors)

Cael y gorau gan eich cyflenwr nwy neu drydan (Getting the best from your energy supplier)

Faint o drydan ydych chi'n ei ddefnyddio? (How much electricity am I using?)

Goleuo (Lighting)

Stôr-wresogyddion nos (Night storage heaters)

Anwedd, lleithder a llwydni (Preventing damp and mould)

Gwresogyddion ystafell (Room heaters)

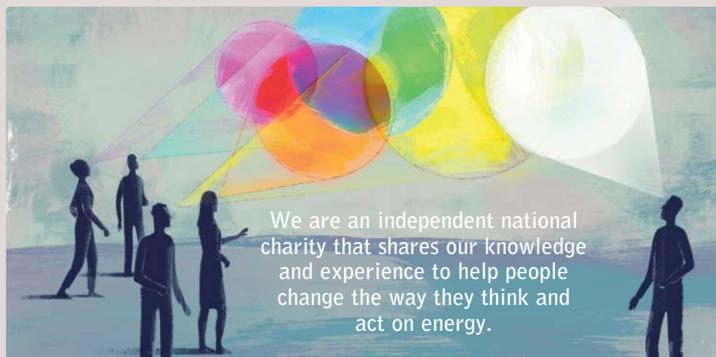
Gwydr eilaidd (Secondary glazing)

Gwydro effeithlon o ran ynni (Energy efficient glazing)

These are free to download, print and share from our advice site: www.cse.org.uk/advice-leaflets-in-other-languages. We also have translations of our materials in Arabic, Polish and Somali thanks to funding from the Big Lottery Fund.

Centre for Sustainable Energy

Switched on since 1979



3 St Peter's Court
Bedminster Parade, Bristol BS3 4AQ

0117 934 1400

info@cse.org.uk | www.cse.org.uk

www.facebook.com/EnergySavingAdvice

www.twitter.com/@cse_bristol

www.youtube/user/csebristol

Charity 298740 | Company 2219673

Founded 1979

Who's who at CSE

Chief Executive

Simon Roberts OBE

Household Energy Services

Ian Preston Head of Household Energy Services | Elizabeth Adams Energy Advisor | Paola Aldana Energy Advisor | Liz Dagger Caseworker | Shareen Elnagy Energy Advisor | Lisa Evans Project Manager | Justin Bear (né Lee-Gammage) Project Officer | Naomi Knight Intern | Kath Lindsay Energy Advisor | Cora Paine Senior Energy Advisor | Erica Planer Outreach Advisor | Sonia Pruzinsky Project Officer | Karen Smith Senior Energy Advisor | Kate Thomas Senior Project Manager | Mark Tyler Senior Energy Advisor | Jamie Walters Energy Advice Project Manager | Lorna Wilcox Energy Advisor | Paul Winney Project Officer

Local & Community Empowerment

Rachel Coxoon Head of Local & Community Empowerment | Caitlin Ballard Project Worker | Rachel Haycock Project Worker | Bridget Newbery Senior Community Projects Manager | Harriet Sansom Project Manager | Dan Stone Project Manager | James Watt Project Manager | Anna Watts Lead Trainer

Research & Analysis

Joshua Thumim Head of Research & Analysis | Dr Toby Bridgeman Researcher | Dr Tom Hinton Software Developer | Nicky Hodges Senior Researcher | Martin Holley Senior Technical Project Manager | Annette Lamley Project Officer | Glenn Searby Software Developer | Richard Tiffin Senior Software Developer

Development & Communications

Janine Michael Head of Development & Communications | Dr Nick Banks Senior Devt Manager | Ruth Gerrard (née Cole) Senior Devt Manager | Phillip Morris Senior Devt Manager | Jonathan Twomey Senior Devt Manager | Tim Weisselberg Communications & Publicity Manager

Finance & Human Resources

Sarah Frankish Head of Finance & Human Resources | Simone Farquharson Office Administrator | Lisa Welham-Clarke Financial Administrator

Board of Trustees

Anne Obey (Chair) | Dr Brenda Boardman MBE | Peter Capener MBE | Ariane Crampton | Andrew Darnton | Peter Ellis | Dr Andrew Garrad (on sabbatical) | Bill Hull | Prof Catherine Mitchell | Dr Chris Vernon | Kaye Welfare (Deputy Chair)