

energise

"See you on page 5"



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

The poorest fifth of the GB population has already significantly exceeded the Government's carbon reduction target for 2020. Their direct household carbon emissions – for home energy, transport and air travel – are already 43% below the GB average. They heat their homes less, drive less, and fly much less.

So why are they carrying more of the burden of cutting carbon emissions than better-off households?

What's fair about this?

Poorer households should not foot the bill for the country's carbon emission cuts, says Simon Roberts

The answers can be found in new research by the Centre for Sustainable Energy for the Joseph Rowntree Foundation, published on 13 March. Based on detailed analysis of the Government's own figures, the study reveals that the lowest income households are paying more than their share towards the cost of carbon reduction policies – and they are due to receive less than their share of the policy benefits.

So lower income households have much lower carbon emissions but they are paying most for policies. And the policies tend to support better-off households to cut their carbon emissions.

Why is this? At a simple level, it's because this government – like its recent predecessors – is using levies and charges on our gas and (particularly) our electricity bills to fund many of the policy measures designed to cut energy-related carbon emissions. And fuel bills represent one of the most regressive means of collecting money to fund policies.

But it is also because many of the policies which are in place require households to have money – or the ability to borrow money – to take advantage of them. The most obvious of these, though by no means the only example, is the feed-in tariff for home-based micro-renewables like PV.

Our analysis shows that it really is the case that the apocryphal 'little old lady' (or, more officially, a 'low income single pensioner household') is subsidising through her electricity bills the generous returns being enjoyed by the professional couple proudly displaying their PV panels on their suburban roof. The injustice in this case is not that she pays very much on her bill for feed-in tariffs (she doesn't); it's that she has no opportunity to see any of the benefits.

But the ultimate reason why this triple injustice exists is because, in spite of the rhetoric, successive governments don't seem to have genuinely understood the importance of establishing fairness as a key building block of our climate policies. Sustained action across the population to cut carbon emissions almost certainly depends on a sense in each person that they are part of an endeavour which is fairly shared.

Ending this triple injustice is central to long-term policy success. That will require a much stronger link between the responsibility for causing emissions and the responsibility for paying for policies and taking action to cut them. Which means shifting the costs of policy away from fuel bills and towards less regressive funding mechanisms like general taxation. And where fuel bills are still used, we need to put in place specific measures to ensure lower income households can access the policy benefits rather than just pay the policy costs.



CSE Chief Executive, Simon Roberts, OBE

Inside Energise ...

- 2 Who'll pay the most for UK's climate change policies? (Hint: not the rich)
- 3 Escape from the ice box
- 4 You switch ... you save



p4

- 4 Secretary of State, Edward Davey, in visit to CSE's offices
- 5 Getting the Green Deal ball rolling in Somerset
- 5 New resources to help local communities get the most out of the Green Deal
- 6 A retrofit pilot scheme puts Green Deal principles to the test



p6

- 7 Yusef Salah: 'Heat Hero'
- 7 Optimal housing programmes and fuel-poverty 'snapshots'
- 7 The Housing Assessment Tool for community groups



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Poor will **pay most** for UK's climate change policies

CSE's report for the **Joseph Rowntree Foundation** points to unfairness in how the costs of UK climate policies are borne

Low-income households are facing a 'triple injustice' in wake of policies to cut carbon emissions and reduce fuel poverty. This is the conclusion of a report written by CSE for the independent Joseph Rowntree Foundation (JRF).

The Government has legally binding targets to ensure no households are in fuel poverty by 2016 and to reduce carbon emissions by 80% by 2050. The report identifies who benefits and who pays for UK energy policies based on analysis of their own figures.

The report, '**Distribution of carbon emissions in the UK: implications for domestic energy policy**', stresses the need to meet climate change targets, but calls for a fair approach in how policies impact on poorer households.

JRF's Katharine Knox, said: "Climate change is one of the biggest risks facing society and needs dealing with, but we must take care to ensure a fair approach. It's important to meet our targets but currently there appears to be a triple injustice for low-income households: they are least responsible for carbon emissions, but pay more and benefit less from existing policies. We must take a more equitable approach and tackle climate change and fuel poverty together."

The report analyses government data to reveal the winners and losers from the policies designed to cut domestic carbon emissions. It highlights policy options to ensure progress is made towards our climate change targets in a fair way.

To achieve this requires incentives in the short term. This could include council tax breaks for those who improve the thermal efficiency of their home; subsidised interest rates for Green Deal loans; cutting stamp

duty to reward energy efficiency improvements made prior to a house sale; and bringing forward mandatory efficiency targets for privately rented homes.

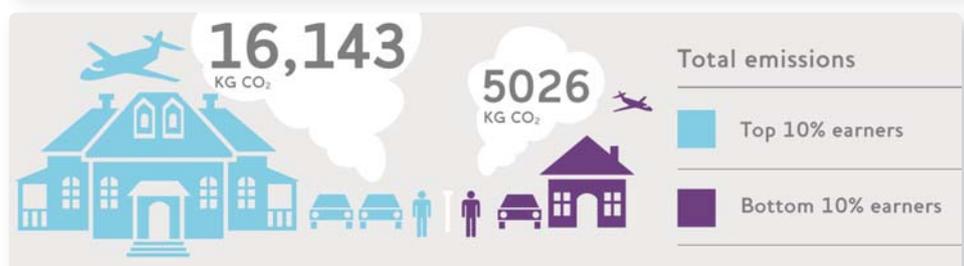
But the study stresses long-term solutions are needed to achieve sufficient cuts in carbon emissions while protecting low-income households from negative impacts. A better optimised programme of retrofit for the housing stock would cut emissions further, lead to lower bills and reduce fuel poverty compared with existing plans.

CSE's Simon Roberts said: "Lower income households already tend to have much lower emissions. So they shouldn't be carrying the burden of paying for better off households to cut their emissions."

More information plus the full report and a 4-page 'findings' document can be downloaded from www.cse.org.uk/distribution_of_CO2_emissions

Using the Government's own assessments of policy costs and impacts, CSE's analysis found that low-income households:

- 1) Emit the least CO₂**
On average the richest 10% of households are responsible for three times more CO₂ than the poorest 10%.
- 2) Pay a higher share of the costs**
The costs of policy are borne disproportionately by lower income households, who spend 10.5% of their income on energy bills compared to just 1.3% in the case of the richest. There will still be nearly 3 million fuel poor households in 2020 even if policies meet their targets.
- 3) Benefit least from energy policies**
While bills are predicted to fall for all households if government policies are successful, the wealthiest 10% will see their bills reduced by 12% by 2020, a cut of £182 – compared to just £69 (7%) for the 10% of lowest income households.



“We must take a more equitable approach and tackle climate change and fuel poverty together”

Escape from the 'ice box'



Mrs Crane of Minehead used to describe her bungalow as “the ice box” and avoided inviting friends and neighbours in. But, thanks to WISH, she now has a new boiler, and receives a little extra in benefits, so her home is warm and comfortable.

After three years, CSE’s fuel poverty prevention project **Warmer Improved Somerset Homes** (WISH for short) has finished. What did we achieve?

After three wonderfully busy years, **Warmer Improved Somerset Homes** concluded this spring.

WISH, as it was commonly called, was a fuel poverty advice service that supported people in rural areas of Somerset living in cold damp homes or struggling to pay their fuel bills. People like Mrs Crane (above), in fact.

The service was set up in 2010 as a three-year project, funded by the Nationwide Foundation, and was run in partnership with two local **Care & Repair** agencies.

CSE’s Bridget Newbery was the project manager.

“Somerset is full of old rural solid-walled homes that are difficult to insulate and off the gas network. This means that thousands of elderly people in the county rely on oil and other expensive fuels for heating, and consequently struggle to stay warm in their own homes.”

WISH’s particular strength was that it simultaneously addressed a range of fuel poverty-related issues such as housing, benefits take-up, fuel

debt, energy efficiency, and home improvements. The help was provided through home visits, case work, outreach and client follow up.

For the numbers of people helped, see box below.

An evaluation of the project was undertaken on behalf of the funder by the Cass Business School who wrote: “Energy advice to people on low incomes can only become more important as time goes by and it’s therefore very important that funding continues to be made available for work of this nature.”

Bridget is extremely positive about the achievements of WISH and the lives it improved.

“We worked against a background of some of the coldest winters in living memory, rising fuel costs, limited grant support for improving energy efficiency in older properties, and deep funding cuts to local services. Nevertheless, with our partners we exceeded all the targets set for the project.

“And we made a real difference to wellbeing, keeping warm, and providing more disposable income. The amount of support we were able to secure for our clients will approach £1 million.”

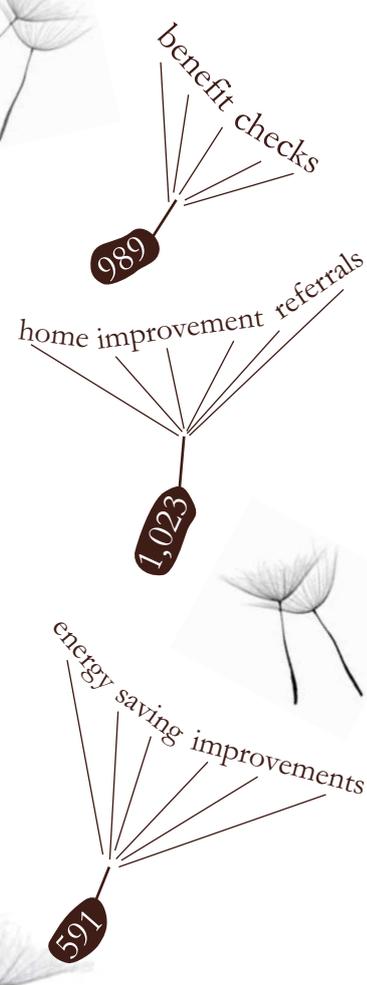
Key factors

Two elements helped make WISH a success:

1) The availability of in-depth and expert support for customers with complex needs (and the substantial time commitment this often entails)

2) That it was an integrated service with a three-pronged approach:

- understanding behaviour around energy use
- improving the building fabric of homes
- addressing the financial well-being of vulnerable people



Getting what you wish for?

Three years of WISH in numbers:

- Householders contacted: **11,537**
- Home visits made: **568**
- People given benefits support: **989** ...
- and extra money claimed on their behalf: **£186,000** per year
- Grant awards for independent living: **£414,000**
- Fuel debt advice given: **739**
- Home improvement referrals made: **1,023** (leading to **£215,000** worth of improvements)
- Professionals trained **293**
- Energy saving improvements installed: **591** (insulation, heating systems, draught-proofing etc)



You switch ... you save

How CSE helped 1,200 Bristol households switch energy supplier ...

Presumably aware that the UK's energy market is failing the public, the Government has sought to shift the balance of power away from npower, EDF and other energy giants, and in favour of ordinary gas and electricity customers.

One way to do this has been to fund collective switching projects that encourage consumers to be less 'loyal', and force the big energy companies to come up with more attractive offers. **Bristol Switch & Save** was one such scheme, developed and run by CSE in partnership with the city council, Bristol Credit Union and Bristol Pound (a local currency).

Only around 15% of the population regularly switch from one energy company to another, so many consumers remain stuck on a high tariff while their energy suppliers can safely assume they are a 'sticky' customer and not likely to be going anywhere else soon.

But, as CSE's Janine Michael explains, "If we approach energy

companies *en masse* rather than as individuals we will force them to sit up and listen and hopefully offer consumers a better deal.

"Bristol Switch & Save was aimed at all consumers, including small businesses. But on top of this we actively targeted those most in need of help, namely poorer households and people using prepayment meters who don't tend to get a fair deal," Janine added.

Launched by the Mayor of Bristol in February, Bristol Switch & Save quickly gathered signers-up through a range of methods including a website, text-messaging, social media, radio and newspaper advertising and publicity in shopping centres and other public places. People could register online, or through a dedicated phone line.

Strength in numbers

In the end, over 5,000 people signed up (see box, right). Then, armed with this list and using the switch-specialists, **energyhelpline**, as a 'broker', the energy companies were

invited to make their best offer.

"We got a good selection of deals for direct debit customers and for those who pay on receipt of bills," said Janine, "including an exclusive tariff from Bristol-based supplier OVO Energy, a special green offer from local supplier Good Energy plus a selection of offers from British Gas, Co-op Energy, Scottish Power and Sainsburys."

Tellingly, however, many of the big energy companies were unwilling to offer prepayment customers a decent deal, so CSE chose to use its own scheme finance to offer cash-back to this group if they switched to any other supplier.

As CSE's chief executive Simon Roberts noted, "Despite their protestations to the contrary, energy companies are not interested in this group of people who are poorer, more prone to energy debt and more expensive to service. Bristol Switch & Save has exposed this and we will be pursuing the issue further with DECC and Ofgem.



'Helping you switch'. The phonenumber was a critical part of the engagement process.

Bristol Switch & Save in numbers:

Total registered: **5,378** (of which at least **50%** had switched before).

Prepayment meter customers: **847 (16%)**.

Total switches: **1,242**.

Total savings: **£129,794**
Ten households saved over **£500** and the largest saving was **£723**.

Average saving: **£105** per household.

NB: This figure is relatively low because **46%** of switchers opted for a fixed tariff and **26%** went for a green option – neither of which have the highest savings.

There were **173** switches by people on prepayment meters (who on average saved **£47.95**).

Of total switches **35** were Somali, non-English speaking households.

Who did best?

Sainsbury's (**219** switches), Good Energy (**170**) and OVO (**119**) were the big winners. 'Green suppliers' also did well with **319** switches (of which **216** opted for 100% renewable electricity).

Who did worst?

The large suppliers all gained some customers but lost more, and overall the 'Big 6' saw a net loss of **278** accounts. The worst performers were npower (lost **204**), E.On (**189**) and SSE (**123**).

There's more on Bristol Switch & Save, at www.cse.org.uk/bsands. The scheme website is still live at www.bristolswitchandsave.org.uk



Edward Davey visits CSE's offices

Edward Davey, the Secretary of State for Energy and Climate Change, dropped into CSE's offices in Bristol one Monday afternoon in April. Among the subjects he discussed with CSE's chief executive Simon Roberts (left) was Our Green Deal in Somerset, a DECC-funded project we are running in partnership with local authorities around Somerset, which aims to get the Green Deal ball well and truly rolling in Somerset. See page 5, or at www.ourgreendeal.net.

Earlier that day Simon accompanied Mr Davey and Bristol's elected mayor, George Ferguson, on a visit to one of the homes that has undertaken solid wall insulation through the Bristol Home Energy Upgrade (p6).

Getting the Green Deal ball rolling in Somerset

Hundreds of free Green Deal assessments help get the energy efficiency scheme off to a flying start



Photos: landscape, Stuart Black; laptop, istock.com/Cosaint

Our Green Deal in Somerset is a local authority-backed scheme run by CSE that aims to increase the take-up of Green Deal home improvement measures such as new heating systems, loft or wall insulation, secondary glazing and draught-proofing.

The scheme has its own website at www.ourgreendeal.net. At the time of writing we're working on 'phase two' of the site which includes maps, case studies,

reviews of local building companies, and other functions that will allow users to find accredited and reliable local tradespeople and further advice and information. Hopefully by the time you read this, the site will be fully updated.

The aim is to showcase what people in Somerset have done to improve their homes, and present the energy efficiency refurbishment of houses as 'everyday' and 'doable'.

Over 800 free home energy assessments were offered to householders in Somerset when the scheme launched in February 2013. These assessments are the first step in the Green Deal process and normally cost around £175.

Most of the free assessments were given directly to people who heard about the scheme following a promotional campaign of mailings and radio adverts. A significant proportion, however, were reserved for distribution by energy-focussed community groups*.

"There are important benefits of working with community groups in a scheme such as this, that seeks to present the energy efficiency refurbishment of houses as 'everyday' and 'doable'," said



CSE's James Ryle. "Community groups are uniquely placed to explain to householders in their locality how the Green Deal works (which is, let's be honest, not entirely straightforward) and to demonstrate the benefits if someone in the neighbourhood has installed solid wall insulation or made other home improvements."

And this strategy worked; the demand for free assessments was such that they had all been claimed by Easter.

We've also been running events across the area for installers, estate agents and local authority staff, explaining the Green Deal and what it means for them. See also www.cse.org.uk/ourgreendeal.

The local authorities involved are the district or borough councils of Mendip, Sedgemoor, South Somerset, Taunton Deane and West Somerset, and the 'unitaries' of Bath & North East Somerset and North Somerset.

* For a list of the groups working with us on this project see www.ourgreendeal.net

www.planlocal.org.uk | New and improved ...

New resources to help communities get the most out of the Green Deal

"We want to see community groups taking the lead in promoting the Green Deal within their own neighbourhoods" said CSE's Bridget Newbery.

"So, we've developed a whole new suite of resources – including information sheets, exercises, advice leaflets, games, case studies and presentations – and made them available to everyone

on the overhauled PlanLoCaL website."

The new website can be seen at www.planlocal.org.uk.

And at the time of writing we're putting the finishing touches to a series of short (3-minute) videos aimed at helping community groups get up to speed on subjects like rolling out an area-wide retrofit programme or running an Open Homes event.

These films will be instantly recognisable with their cast of colourful



animated figures (left).

The first PlanLoCaL pack equipped community groups to start up renewable energy projects; this new part of the resource, also funded by the Department of Energy & Climate Change provides all the expert advice they need to start up an energy efficiency initiative in their neighbourhood, reducing local carbon emissions and improving quality of life.



A retrofit pilot scheme puts **Green Deal** principles to the test

The Bristol Home Energy Upgrade, which was shortlisted for a BusinessGreen Leaders Award in April 2013, was a pilot scheme to provide grants for home improvements across the city, with a focus on solid wall insulation and heating system upgrades.

The scheme, which ran from December 2012 to May 2013, achieved high levels of conversion from initial customer interest to completed improvement.

It was managed by CSE in partnership with Bristol City Council, and was one of several initiatives across England that were funded by the Government in order to test the underlying principles of the Green Deal and build the local market in advance of its formal launch in early 2013.

The Bristol Home Energy Upgrade attracted a total of 422 applications, a third of which (145) resulted in completed jobs. Of these, 134 were for heating systems and 11 were for solid wall insulation (see box).

Testing the Green Deal process

Bristol Home Energy Upgrade was designed to mirror the way that the Green Deal will work, including a pilot of the Green Deal 'pay-as-you-save' finance mechanism.

The first step for customers was to register an interest with CSE's Home Energy Team who could explain the scheme in full and then assess the customer's potential eligibility for grants and other finance.

Next, we helped the customer contact a



CSE's Bridget Newbery lives in Bristol and decided to improve her Victorian terraced home with external solid wall insulation. Here she is, in the back garden

Green Deal Assessor who would visit the home and produce a report outlining the most suitable energy efficiency improvements for that property*.

Using this information, CSE's advisors calculated any grant that the customer might be eligible for. In some instances – for those customers receiving Pension Credit or income related benefits for example – the grant could be high enough to cover the full cost of the improvements.

Where this wasn't the case, we worked out a 'pay-as-you-save' finance package to cover some or all of the additional costs. This 'loan allowance' was based on the fuel bill savings that the energy efficiency improvements would make, so that repayments of the loan would be equal to or less than the savings, and so not a burden on the household.

The finance package was delivered by Wessex Home Improvement Loans, a trusted partner with a close and ongoing relationship with Bristol City Council.

Once in possession of the home assessment and grant/loan information, customers could then choose a Green Deal Installer and get going on the specified improvements to their home.

Successful experiment

The scheme was managed by Phillip Morris, head of CSE's Household Energy Services.

"We were delighted by the positive response from householders across the city who grasped the opportunity to upgrade their boilers or install solid wall insulation.

"The project was not without its challenges. The timescales were very tight, and there were too few local Green Deal accredited traders to meet demand at first. However, it was a successful experiment and a great opportunity to put the theory of the Green Deal into practice."

* Green Deal Assessments, which typically cost around £175, were offered free to the first 100 customers. Thereafter, Assessment costs were refunded where works were installed through the Bristol Home Energy Upgrade.



Before, during and after. Scaffolding surrounds Bridget's house (top) before 10cm slabs of polystyrene are fixed to the blue painted brick exterior wall. This is then rendered with a hard coating, and painted blue again.

Bristol Home Energy Upgrade in numbers (as of 1 May 2013)

Total applicants	422
Total completed jobs	145
Conversion rate (%)	34
Total Energy Performance Certificates (i.e. applications submitted before 7 January 2013)	157
Total Green Deal Assessment Reports	74
Heating upgrades (new boilers and heating systems)	134
Solid wall insulation (to date – total likely to rise)	11

Read more about the **Bristol Home Energy Upgrade** at www.cse.org.uk/bheu



Yusef Salah: 'heat hero'



Our excellent volunteer, Yusef Salah, was one of ten winners of the 2012 National Energy Action Heat Hero awards, sponsored by Scottish Power. The awards recognise individuals who make a significant contribution to helping people in fuel poverty.

Yusef is originally from Somalia and began volunteering for CSE in March 2010. He is the key link between our energy advisors and Bristol's large Somali population – many of whom are refugees struggling on low incomes and in poor housing. Yusef works with us two days a week, and has helped us reach some of the households in Bristol most vulnerable to fuel poverty and fuel debt.

Without Yusef, most of our Somali clients would be unable to understand more than the most basic advice or would not be able access our service at all.

Yusef picked up his prize at a ceremony at the Houses of Parliament in London in December. You can read more about the work he does with CSE at www.cse.org.uk/wbc.

A tool for designing optimal housing programmes and fuel-poverty 'snapshots'

It's been three years in development, but now it's finished and ready to support the work of policy-makers and housing-stock analysts across the UK.

The Housing Energy & Fuel Poverty Assessment Tool

(which we abbreviate to HEAT) is a digital number-cruncher which combines a 'fuel prices model' with an 'energy improvement' model, to create a new way of understanding energy use in domestic properties.

HEAT can be used to create a profile of fuel poverty at both regional and national levels, and to predict fuel poverty in the current year.

It can also be used to find the best opportunities to retrofit the housing stock, allowing the user to select a range of energy efficiency measures with which to optimise the stock for four different options: 1) CO₂ reduction, 2) fuel bill saving 3) SAP rating, and 4) most cost-effective maximum SAP rating.

To keep costs down, the tool has not been dressed in a glossy user interface, but uses a command prompt window for the main operations (and the

main results are exported as four csv files, providing results for each case in the English Housing Survey). It is aimed at those who have a good understanding of both database software and housing stock analysis.

Wanna feel the HEAT?

To warm your hands at the Housing Energy and Fuel Poverty Assessment Tool, go to www.cse.org.uk/heat. But note that it's not a simple download-and-play process; there are a few straightforward steps to undertake first, for example completing the software license agreement and downloading data and database software.

The user guide contains detailed and step by step guidance, and for further help or clarification, please contact toby.bridgeman@cse.org.uk.



The Housing Assessment Tool for community groups

CSE's newly released Housing Assessment Model (HAT), will help community groups analyse their local housing stock and produce individual energy saving reports for householders.

Running on Excel 2007, HAT includes an automatic mailmerge function which can be used to generate householder reports, alongside an option to tailor the text in order to make it more relevant to the local area. It can also generate an estimated SAP rating for the properties being analysed.

'Where did you get that hat'? Get HAT, and read the guidance notes at: www.cse.org.uk/HAT

HAT may also help people get over one potential hurdle to becoming involved in the Green Deal, namely the risk of paying out £150 for a Green Deal Assessment only to find that there are no suitable for Green Deal measures available.

With HAT, a community group can do a first assessment themselves, gaining a good idea of the energy efficiency of a home and what improvements are likely to be the most suitable – plus whether measures are likely to be funded by the Green Deal and ECO.



HEAT or HAT? Which of CSE's online housing models/tools will do the job for me?

HEAT

Who's it good for?

Local authorities, housing associations and others who want an in-depth analysis of housing stock.

What does it do?

It identifies properties most likely to be in fuel poverty, and the total value of Green Deal and ECO finance which could be attracted to the area.

Anything else?

Might also help with meeting HECA requirements.

HAT

Who's it good for?

Community groups and similar organisations.

What does it do?

It provides a quick indicative SAP rating for one or more properties, plus a set of recommendations for improvements and the likelihood of these being eligible for the Green Deal or ECO.

Anything else?

Enables user to write tailored energy reports to householders which can help with community engagement.

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Love your home

Why not check out the improved Home Energy Advice section of our website: www.cse.org.uk/loveyourhome. It contains



heaps more information to help householders cut their energy use, find out about renewables and stay warm at home. Of the 20,000 or so people who visit the CSE website around a third go to the advice section – a reflection of mounting concerns over energy costs and the continuing high profile of energy efficiency schemes.



You'll find us on Facebook too, at www.facebook.com/energysavingadvice

CSE wins in Mendip 'Building Excellence Awards'

We're delighted to have won the 'Best Private Sector Housing Partner' prize in Mendip District Council's Building Excellence Awards for 2013. Nominations for the awards, now in their sixth year, come from Council staff and this category is new for 2013. In giving this award, the judges recognised that CSE has given valuable support to the council on sustainable energy across many different areas, from research to advice and community outreach.

Happy birthday advice line!

It's one year (and over 13,000 phone calls) since CSE's Home Energy Team began running its own advice line for householders in Bristol and Somerset. Our team of impartial energy advisors are kept very busy helping local people apply for funding for energy saving improvements and answering questions about the Green Deal, saving energy in the home, keeping warm in winter and lowering fuel bills. Make them even busier by calling **0800 082 2234**.

Annual accounts for 2011-12

Do you want to read our latest accounts? Sure you do! They're at www.cse.org.uk/accounts.

Staff news

A big CSE 'hello there' to Juliet Morse, our new Head of Household Energy Services. Juliet replaces Sarah Jeffrey who is moving back up North, and her maternity-cover stand-in Phillip Morris who is off to pastures new, literally in his case since he's moo-ved (sorry) to Dorset to raise beef cattle. We wish them – and others who have left us recently – the very best.



© Dave Wild

Our vision is a world where sustainability is second nature, carbon emissions have been cut to safe levels and fuel poverty has been replaced by energy justice.

Why not join the 4,000 people who receive our monthly enews? Sign up at cse.org.uk/enews. Or the 2,850 people who follow one of our three Twitter accounts: [@cse_bristol](https://twitter.com/cse_bristol), [@cse_communities](https://twitter.com/cse_communities) or [@cse_HomeEnergy](https://twitter.com/cse_HomeEnergy)

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Centre for Sustainable Energy

We are an independent national charity that shares our knowledge and experience to help people change the way they think and act on energy.

Switched on since 1979



Who's who at CSE

Chief Executive

Simon Roberts OBE

Household Energy Services

Juliet Morse Head of Household Energy Services | Liz Dagger Community Outreach Worker | Lisa Evans Senior Energy Advisor | Helen Grimshaw Senior Energy Advisor | Justin Lee-Gammage Energy Advisor | Natalie Marino Energy Advisor | Michael McClelland Scheme Manager | Sonia Pruzinsky Energy Advisor | Pauline Sandell Fuel Poverty Advisor | Verity Saunders Senior Project Manager | Georgios Theodoridis Project Worker | Kate Thomas Senior Project Manager | Mark Tyler Energy Advisor | Jamie Walters Energy Advice Project Manager | Paul Winney Senior Energy Advisor

Local & Community Empowerment

Rachel Coxoon Head of Local & Community Empowerment | James Ryle Head of Local & Community Empowerment (acting) | Kieran Highman Low Carbon Localism Project Manager | Heather Crane Senior Energy Advisor | Morgan Kuivala Project Officer | Harriet White Project Worker | Bridget Newbery Senior Community Projects Manager | James Watt Senior Energy Advisor | Anna Watts Lead Trainer

Research & Analysis

Joshua Thumim Head of Research & Analysis | Dr Toby Bridgeman Senior Research Project Officer | Dr Tom Hinton Software Developer | Katy Hargreaves Intern | Martin Holley Senior Technical Project Manager | Annette Lamley Research Project Worker | Ian Preston Senior Analyst | Zoe Redgrove Researcher | Glenn Searby Junior Software Developer | Royston Sellman Senior Programmer | Emma Sturtevant Intern | Richard Tiffin Senior Software Developer | Vicki White Researcher | Tom Wilcox Programmer

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Janine Michael Head of Development & Communications | Dr Nick Banks Senior Development Manager | Ruth Cole Senior Development Manager | Mel George Communications & Publicity Officer | Jonathan Twomey Senior Development Manager | Tim Weisselberg Communications & Publicity Manager

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