

An overview of... Affordable Warmth



Bristol Home Energy Upgrade helped fund energy saving improvements for homeowners across the city. The spotlight is on **Affordable Warmth**.

What is Affordable Warmth?

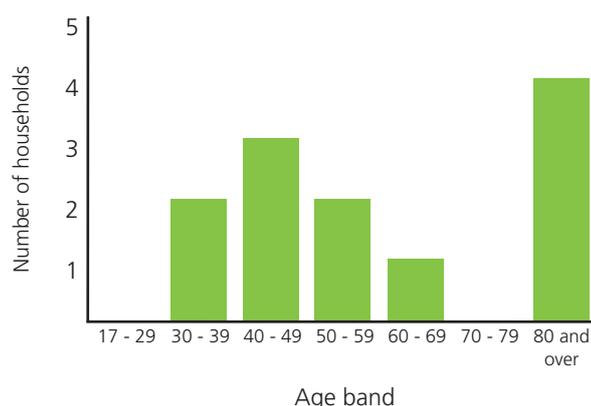
In 2013, new Government legislation called the Energy Company Obligation (ECO) came into force. This runs until March 2015 and aims to make homes more energy efficient, reduce CO₂ emissions and make them warmer and cheaper to run.

The Affordable Warmth part of ECO is designed to provide support to low income and vulnerable households who are least able to heat their homes to an adequate standard. Any energy saving improvement that helps to reduce the cost of a household's fuel bill could be eligible for Affordable Warmth ECO support. Energy suppliers are expected to deliver mainly new heating systems and basic insulation measures, such as cavity wall and loft insulation under the Affordable Warmth obligation.

The Bristol Home Energy Upgrade's focus was on heating system improvements for Affordable Warmth eligible households.

The households

In total there were 12 households that received funding from the project to upgrade their heating systems. The figure below shows the age range of



Affordable Warmth aims to help people take control of their energy bills

Photo: Verity Saunders

applicants who installed a new heating system. Applicant ages are spread across a wide range highlighting that Affordable Warmth households are not solely from the older age groups.

Customer journey

The premise of the Bristol Home Energy Upgrade was to encourage the householder to manage their own installation but back up support was provided by the Centre for Sustainable Energy's (CSE) Home Energy Team in recognition that this was a vulnerable client group. Customers were also encouraged to get family and friends to support them through the process as necessary. Three householders reported help was provided with booking appointments for surveys and quotations, alongside completion of the grant paperwork.

The Home Energy Team also provided extensive assistance to one householder through a complementary CSE managed project which provides in depth support to vulnerable households by offering home visits and telephone support. Natalie, a Home Energy Team advisor explains, "this particular householder was elderly, frail and also unwell. She was living in one room of her home and afraid to use the gas fire as it made it hard for her to



Find out more about further support at www.cse.org.uk/support

breathe. Due to leaky water tanks in the loft, she didn't use the central heating either."

Natalie supported the householder through the project. She helped the householder with application forms, finding a Green Deal Advice Organisation, booking in a survey and advising on the choice of installers. But the support didn't stop there as Natalie explains, "the paperwork was detailed and required lots of information about the installation so the householder's chosen installer really went above and beyond what was required of them. They took their time with the householder and helped her complete the paperwork to ensure it was accurate and was submitted on time. They were a great help."

Finance

The Energy Performance Certificate (EPC) was used to calculate the value of the grant each householder could receive – the grant calculations followed the Green Deal principal in that the grant amount is based on the predicted fuel bill savings.

Fuel bill saving x product lifetime x ECO rate = grant

The householder was then able to contact an installer. The figure below shows the variation in predicted fuel bill savings and demonstrates that grants are very specific to each individual household.



For more on the Green Deal see www.cse.org.uk/greendeal

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

Bristol Home Energy Upgrade At a glance



Photo: Tim Weisberg

- A scheme to deliver grants for energy saving improvements and test the principles behind Green Deal, with a focus on heating and solid wall insulation.
- Funded by the Department of Energy and Climate Change and Scottish and Southern Energy and managed in partnership with Bristol City Council, the Centre for Sustainable Energy and Wessex Home Improvement Loans.
- The Bristol Home Energy Upgrade adopted an innovative approach to delivery, engaging with the local supply chain and giving the householder flexibility and choice in the Green Deal Assessor and Green Deal Installer they used. This 'customer led' approach was supported by CSE's Home Energy Team and a comprehensive brochure.
- Active between December 2012 and May 2013, grants and loans were calculated using the data recorded in Green Deal Advice Reports, reflecting Green Deal and Energy Company Obligation policy.



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Founded: 1979

The **Centre for Sustainable Energy (CSE)** is a national charity that helps people change the way they think and act on energy.

Our **Home Energy Team** offers free advice on domestic energy use to householders in Bristol and Somerset (including the unitary authorities of North Somerset and Bath & North East Somerset).



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