



An experience of... Upgrading a boiler

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

Background

This case study focuses on a householder's* experience of the project, from application through to installation of a boiler upgrade.

The household

An application was made by a couple living in a semi-detached house in St Andrew's, Bristol. Due to increasingly high fuel bills, the householder had been looking at ways to make their home warmer and reduce the cost of their energy bills.

*The householder wished to remain anonymous.

The property

Built between 1900 & 1919	6 bed semi-detached
Gas central heating	Solid brick
Top recommendations	Room in roof insulation Internal or external wall insulation Floor insulation

"I knew our bills were high so we had been looking at ways to reduce them. Our boiler is very old and inefficient and spare parts to fix it were almost non-existent. So we contacted CSE's Home Energy Team after reading information about the Bristol Home Energy Upgrade on the Bristol City Council website," explained the householder.

A Home Energy Team advisor explained the application process, the benefits of the various energy saving improvements that could be made and



A modern condensing boiler can help reduce energy bills

Photo: Verity Saunders

the grant calculations. After some initial thought an application was made to the Bristol Home Energy Upgrade project for a boiler upgrade.

Finance

The Energy Performance Certificate (EPC) recommended that the current boiler should be replaced with a new condensing boiler. The householder explained, "the EPC told us what savings we could expect to make if we had a new condensing boiler installed which helped us decide to make an application. However we would not have considered the work without some help with finance. The grant was vital in our decision to have the work done."

What the EPC told us

Approx energy efficiency rating before	F (33)
Approx energy efficiency rating after	D (56)
Estimated fuel bill savings from a boiler upgrade	£876 per year
Estimated carbon savings from a boiler upgrade	6.6 tonnes per year

The savings figures above are discounted to try and reflect the difference between predicted and actual fuel bill savings.

The householder did not need to proceed with the project's pay-as-you-save finance option because the boiler upgrade was fully funded. Had this been a Green Deal Plan, the maximum finance would have been £7,119.37 (6.96% per annum over 12 years) which would have covered the cost of upgrading the boiler.

Installation

The project supplied a list of Green Deal accredited installers to all applicants to ensure quality standards with the installation and support the development of the Green Deal in the city. The householder said, "I found the process of finding and choosing an installer very easy. I chose a local Green Deal accredited installer whose workmanship was excellent. We didn't encounter any problems or difficulties with the installation either. It was completed very quickly and in an acceptable time."



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

Energy use

The householder has already noticed the benefits of having their old boiler replaced with a new condensing boiler. After realising just how high their bills were, the new boiler already appears to have reduced gas usage. "It will be interesting to check this winter's fuel usage against last winter's to get an indication of the money we are saving on our bills," explained the householder.

Customer journey

Support from the Home Energy Team was there if the customer needed it but the premise was to encourage the householder to project manage their installation. The householder explained, "we were very happy with all aspects of the Bristol Home Energy Upgrade project. All the people we dealt with, the energy advisors, the advice organisation staff and the installer did a really good job. Final payment of the grant went smoothly."

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.
- Running 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.



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



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Charity: 298740
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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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