

# An experience of... External solid wall insulation



Bristol Home Energy Upgrade helped fund energy saving improvements for homeowners across the city. The spotlight is on **external solid wall insulation**.

This case study focuses on a householder's\* experience of the project, from application through to installation of external solid wall insulation.

## The householder

This detached property is home to a retired couple living in Bristol. After years of living in a cold home the householder was looking for ways to make their home warmer and cut down on the cost of their energy bills.

\*The householder wished to remain anonymous.

The property	
Built 1950s	3 bed detached
Gas central heating	Solid brick
Top recommendations	Increase loft insulation to 270mm
	Internal or external wall insulation
	Floor insulation

"I knew we were losing a lot of heat through the walls and because we couldn't have cavity wall insulation we started researching the alternatives. So we contacted the Centre for Sustainable Energy's (CSE's) Home Energy Team after reading an article about the project in the Bristol Evening Post," explained the householder.

A Home Energy Team advisor described the application process, the benefits of the various energy saving improvements that could be made and the grant calculations to the householder. After some initial thought an application was made to the Bristol Home Energy Upgrade for external solid wall insulation.

 Read more about external solid wall insulation at [www.cse.org.uk/ewi](http://www.cse.org.uk/ewi)



Photo: supplied by the householder

## Finance

The Energy Performance Certificate (EPC) highlighted that solid wall insulation was an option. The householder explained, "the EPC told us what savings we could expect to make if we had solid wall insulation 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 a great help."

### What the EPC told us

Approx energy efficiency rating before	F (38)
Approx energy efficiency rating after	D (58)
Estimated fuel bill savings from solid wall insulation	£345 per year
Estimated carbon savings from solid wall insulation	2 tonnes per year

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

On this occasion, the householder did not proceed with the project's pay-as-you-save finance option and funded the shortfall themselves. Had this been a Green Deal Plan, the finance would have been £4,083.07 (6.96% per annum over 25 years)\*.

\*Based on current expected Green Deal Finance interest rates

Cont 

## Installation

The project supplied a list of Green Deal accredited installers to applicants to ensure quality standards with the installation and support the development of the Green Deal in the city. The householder explained, "I found the process of finding and choosing an installer quite straightforward and I enjoyed having a choice of different installers, but I was disappointed by the number of installers that were registered on the project."

 For more on the Green Deal see [www.cse.org.uk/greendeal](http://www.cse.org.uk/greendeal)

A few minor difficulties with the installer were encountered during the installation. The householder explained, "the company wasn't local to Bristol so sometimes communication was difficult. They had several projects underway and there were time lapses between phases of the installation. I was fairly concerned given the tight deadline but on the whole everything went well."

## Energy use

The householder has already noticed a difference after having solid wall insulation installed at their home. Comfort levels have increased, condensation on the walls and windows has decreased, and the wall thermostat has been noticeably turning off the heating when the desired temperature has been reached.

## Customer journey

Support from the Home Energy Team was there if the customer needed it but the premise was encourage the householder to project manage their installation. The householder explained, "from application to installation was very quick. We were aware of time constraints and grant deadlines and the grant completion could not have been completed any faster."

## 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 on 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](http://www.cse.org.uk/bheu)



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Charity: 298740  
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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