SNUG: understanding how homes use energy

UK Power Networks | Centre for Sustainable Energy | NORWICH City Council

Earn £75

for taking part in our research project.

Plus we'll enter you into three prize draws. Each time you'll have the chance to win an additional

£1,000

Find out more



The information in this leaflet is available on a video.

Scan the QR code or go to **cse.org.uk/snug-tenants**.

Introducing SNUG

Norwich City Council have recently completed, or are going to complete, a retrofit assessment of your home. This may recommend more insulation, a heat pump, or another energy efficiency improvement.

If you go ahead with the retrofit, you'll have the chance to earn cash rewards by taking part in a research project called SNUG.

Every household participating in SNUG will receive shopping vouchers worth £75 and be entered into three prize draws. Each draw has a top prize of £1,000 and five runners-up prizes of £100.

All you have to do is agree to have small monitoring devices installed in your home before the retrofit measures are put in place. These devices will monitor your household's energy use up until the summer of 2028.

After the devices are fitted, you won't have to do anything except look forward to the prize draws!



Take part in SNUG and get shopping vouchers worth £75 and three chances to win £1,000!

Be part of the research

SNUG is all about finding out how people's energy use changes after low-carbon improvements have been installed in their homes. This research will help us design future retrofit projects with tenants' needs in mind.

If you wish to take part, and receive rewards, please complete our short questionnaire. Scan the QR code or go to **www.smartsurvey.co.uk/s/VTLTKC**.

The questionnaire will collect:

- **Your consent to take part in the trial.**
- **Information about your home and your energy use.**

Once we receive your completed questionnaire, our installer partner, E.ON, will be in touch to arrange the installation of your monitoring device.

- If you have any access needs, communication preferences, or concerns about the installation, tell us in the questionnaire or call us – we'll work around you.
- Taking part in SNUG is voluntary. You can drop out at any time, and you won't have to return any rewards already received. Simply contact CSE using the contact details on the back of this leaflet.
- If you move home, you will have to withdraw from the trial.

SNUG timeline

2026-27

Winter

- You fill in 1st questionnaire
- We contact you to arrange a time for monitor installation
- Monitor installed
- You receive your £30 voucher and are entered into the prize draws

March '27 — **1st prize draw** £

December '27 — **2nd prize draw** £

Trial begins

During this period the monitoring device sends data about your energy use to PNDC for analysis.

2028

Spring

- Monitor removed
- You receive your £45 voucher
- You fill in 2nd questionnaire

June — **3rd prize draw** £

Trial ends

£ Each draw has a top prize of £1,000 and five runners-up prizes of £100.

Why we're doing this project

SNUG is about making electricity distribution networks operate more cost-effectively.

Data from the trial will help researchers at the University of Strathclyde, working through its innovation centre PNDC, understand better how electricity consumption changes following energy efficiency retrofits in social housing.



Social landlords and energy companies will be able to use this knowledge to coordinate their plans for upgrading properties and for making better use of the existing power grid.

This ensures we only build the infrastructure we need and use it efficiently, keeping costs down for all electricity bill payers.

Your participation in SNUG will mean the needs and experiences of tenants will be taken into consideration when future upgrades to social housing are made.

You, your social housing provider, and the wider energy network all stand to benefit from SNUG.

Who we are: SNUG is a partnership between UK Power Networks, Centre for Sustainable Energy, PNDC (University of Strathclyde's innovation centre), Sia Partners, Norwich City Council, and the London Borough of Hammersmith & Fulham.

The monitors

Once you agree to take part in SNUG, an engineer will visit your home to install three small pieces of equipment:

- Two battery-powered sensors for measuring temperature and humidity. These are small (9cm x 9cm x 6 cm) and will be placed in main living areas (e.g. lounge, main bedroom, kitchen).
- One small device (12cm x 6cm x 4cm) for recording electricity and gas consumption. This will be plugged into a suitable mains socket. Over the whole life of the project it will use less than £3 worth of electricity.

The installation should take less than 2 hours and possibly as little as 30 minutes. The equipment needs to be kept in place until the end of the project in summer 2028.

Data protection

SNUG will collect two types of information from you.

1) **Personal data** collected through the questionnaire. This will be shared with researchers from the University of Strathclyde, except for your name. Your contact details will only be shared with E.ON so they can arrange to install and remove the monitors.
2) **Energy data** collected through the monitoring device. This will be shared with PNDC to support their research.

We will also be accessing smart meter data for the duration of the trial and for the previous 13 months.

We will not sell your data, use it for marketing, or share it with anyone other than the partners named in this leaflet. More information on what data we collect and why can be found in the privacy notice: **www.cse.org.uk/snug-privacy-notice**.

What you can win

Participants in the SNUG project will receive shopping vouchers worth £75 that can be used at a large number of popular retail stores. You will receive £30 after the monitor is installed, and the remaining £45 at the end of the project.

In addition, there will be three prize draws into which all participants will be entered. In each prize draw there is a top prize of £1,000 and five runners up prizes of £100.

The draws will take place in:

- March 2027
- December 2027
- June 2028

You will automatically be entered into the first draw when you submit the questionnaire.



There will be more chances to earn rewards over the next two years by taking part in focus groups or interviews. This research will help us understand what works and what doesn't, and will help keep bills affordable.

You can indicate whether you'd be open to taking part in this optional research in the questionnaire.



Contact

For questions about SNUG, please contact the Centre for Sustainable Energy.

0117 934 1400
info@cse.org.uk

St James Court, Bristol BS1 3LH
cse.org.uk | charity 298740

For questions about your retrofit assessment or subsequent building works, please contact:

Martin Symonds,
Retrofit Programme Manager,
Norwich City Council
01603 989543
climateaction@norwich.gov.uk.