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## Case Study - Mr P

**Free Solar PV, ASHP, EWI & Loft Insulation**

Shelford, Rushcliffe, Nottinghamshire



**Mr P is an 80-year-old pensioner living in Rushcliffe.**

Residing in his 170-year-old off-gas property for 31 years, Mr P had grown used to heating his home using gas bottles, using them sparingly to make his heating last as long as possible.

Due to the poor insulation of his home and its energy inefficiency, Mr P had an Energy Performance Certificate (EPC) of **F**, which is below the UK average of **D**.

With increased gas prices, Mr P found that his home was getting damp and cold. As Mr P lives in an off-gas property, he was eligible for NEP's **Home Upgrade Grant (HUG) Scheme**, which improves the energy efficiency of low-income properties that are off the gas grid.

### Why did Mr P decide to sign up?

"I got a letter through the door... and then the scheme popped up on my Facebook. I was curious and wanted to see what it was all about, so I put in an application on the website."

**£ savings 37,494**

Mr P applied and the Green Grants team gave him a call. "The team were brilliant. They sat me down, explained what I'd get, what I might not get."

Due to the lack of insulation, Mr P was keen to insulate his property to handle the cold spots and mould around his home.

The team outlined how a package of measures could make his home fit for the future, proofing the old build with lasting **External Wall Insulation** and **Loft Insulation**, and an **Air Source Heat Pump** and **Solar PV** - renewable energy sources that generate their own power.

**Going forward, Mr P's improved, energy efficient home would cut his bills and reduce his carbon emissions.**



## GREEN GRANTS

Energy Efficiency Scheme

Nottinghamshire & Derbyshire

### Are you pleased with the contractors and the quality of the work they carried out?

"I was over the moon with the work from the contractors. The main bulk of the work took 3 days, and they were polite, cleaned up – were faultless really. I was worried about new people coming in and out of the house, but everyone was great."

### How are you finding the new measures?

"The house feels warmer. There is a portable timer, and I can turn the heating on or off whenever I want, which makes a difference from just using gas bottles and the fireplace. The only problem is that it is technical, and it can be hard to understand how to work it. I am learning every day."

NEP also signed Mr P up for the **Severn Trent Big Difference Scheme (STBD)**. Prior to being signed up, he was charged £54 a month for his water bill. It was found that Mr P was being overcharged, and now he doesn't have to pay anything for 12 months.

### Would you recommend the process to others?

"I'm over the moon with the process. I haven't received my first bill yet, so it might be too early to tell, but the house is certainly warmer than it was."

**The home energy improvements raised Mr P's EPC from an E rating to a B – which is now higher than the UK average.**

By insulating his home and generating his own power, he is reducing his carbon emissions and saving money on his energy bill.

## £ SAVINGS

EWI Grant: **£16,000**

Annual Savings: **£540**

Loft Insulation Grant: **£2,000**

Annual Savings: **£355**

Solar PV Grant: **£6,000**

Annual Savings: **£365**

ASHP Grant: **£12,000**

Annual savings: **£150**

Total annual savings: **£1410**

EPC: **£84**

EPC from an **F to a B**

### What did Mr P think about the scheme in general?

"At a point, the Solar PV didn't seem to be working. I reported it and the contractors were out the same day. Got things up and running."

"I'm over the moon with the process."

"NEP were brilliant. Absolutely fantastic. Every person in the process was faultless."

**0115 947 2207**

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