

# Case study: Area 2 (D2N2) Nottinghamshire

## Rushcliffe Free Home Improvement Package

Client: Mrs H (NEP15753) – GHGLADS – February 2022

- EPC
- Solid wall insulation
- Solar PV

**Total Savings to Householder: £22,500**

Mrs H has lived in her British Iron and Steel Federation house in Nottinghamshire for 40 years. These houses are notoriously energy inefficient, due to their steel frames. Mrs H is 74 and suffers from arthritis. In July 2021, she submitted an online enquiry form to the Green Grants team at NEP, after she had received the introductory letter about the scheme. She wanted to see what energy saving measures she might be eligible for to improve her home and quality of life.

Mrs H was contacted by Nottinghamshire's Project Support Officer Emma, who completed a full Home Energy and Wellbeing Assessment over the phone with her to confirm her eligibility for Rushcliffe Home Improvement Package of energy saving measures and the next steps.

### Energy Performance Certificate

Mrs H did not have an EPC because she has been living in her home for 40 years so Emma arranged for our approved EPC Assessor to attend her property and complete a pre-install EPC free of charge. Within two weeks from her initial enquiry Mrs H received confirmation that the EPC rating of home was an E and that we would be passing her details to the contractor Eon for the install of external wall insulation and solar panels. To manage the clients' expectations Emma explained the next steps and forecast duration.

### Her Home Improvement Package

Due to the location of her property, being a low household income, and have an EPC rating of E, Mrs H was eligible to receive the following two high impact energy saving measures:



1. External solid wall insulation
2. Solar photovoltaic panels.

The Green Grants scheme is government-funded and aims to provide eligible households with fully funded home improvements to improve their energy efficiency. Mrs H was shocked that she would receive these measures completely free of charge and phoned the Project Support Officers at NEP several times to check that this was true and that she was definitely getting the measures, which we were more than happy to reassure her about.

Before the work started in February 2022 and Ofgem's announcement that fuel bills were set to rise by 54%, Mrs H had already seen her energy bills increase over the year from £90 to £160 per month.

The impact of the external solid wall insulation was immediate, and Mrs H confessed she could feel the difference. She exclaimed

*"It used to be so cold in here, especially in the winter time. ... I can't believe it. I turned my heating down, I've got it switched off now because it's so hot in here!"*

*"With not having my heating on, that's going to cut costs, which will make things so much better and make my life easier."*

As part of the Customer Journey Support provided by NEP, community energy workshops have been scheduled to provide participants the platform to ask questions also obtain greater detail about the scheme and their install. The Community Energy Workshops are also used as an opportunity for residents to sign up to a home visit to have a one-to-one session to help them understand how to get the best out of their energy saving measures e.g., peak times to use the energy generated by their solar panels. Mrs H attended the workshop and along with the other 7 attendees she signed up for the one-to one home visit.

### **Financial Savings**

Mrs H has saved a total of £22,500 worth of install costs plus a further year on year saving of at least £700 based on the increase in fuel costs from April 2022.

Mrs H said *"she felt more reassured to know that her energy savings measures were the best way to keep her energy bills down."*