



Department
of Energy &
Climate Change

Helping consumers with energy

APSE national housing, building, maintenance and construction seminar

11 October 2013

Phil Nash



We want consumers to:

- **Understand** how much energy they use and how to reduce consumption
- **Insulate** their homes so they leak less heat and reduce their bills
- **Replace** their heating systems with more efficient and renewable alternatives, and generate their own electricity

Smart meter roll-out

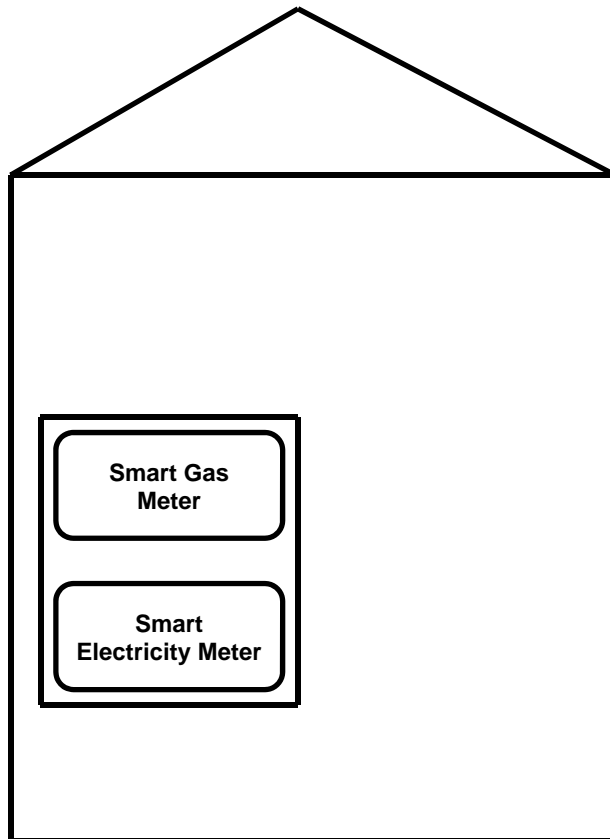


- Roll-out to all domestic consumers
- Roll-out to non-domestic consumers not covered by existing metering requirements
- 53 million meters in around 28 million homes
- Over 2 million non-domestic sites
- From 2015 to 2020

The smart metering programme is expected to deliver significant benefits



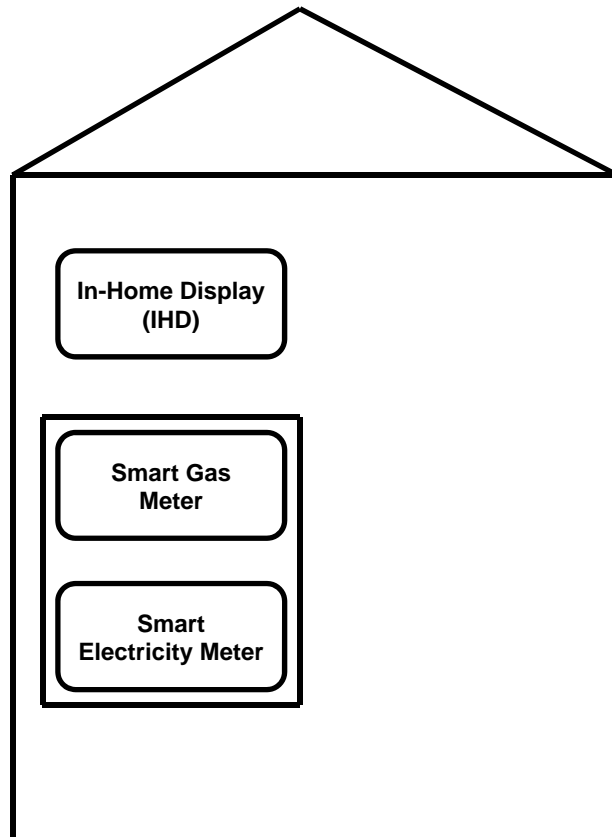
The aim is to install smart meters in all homes and smaller businesses by the end of 2020



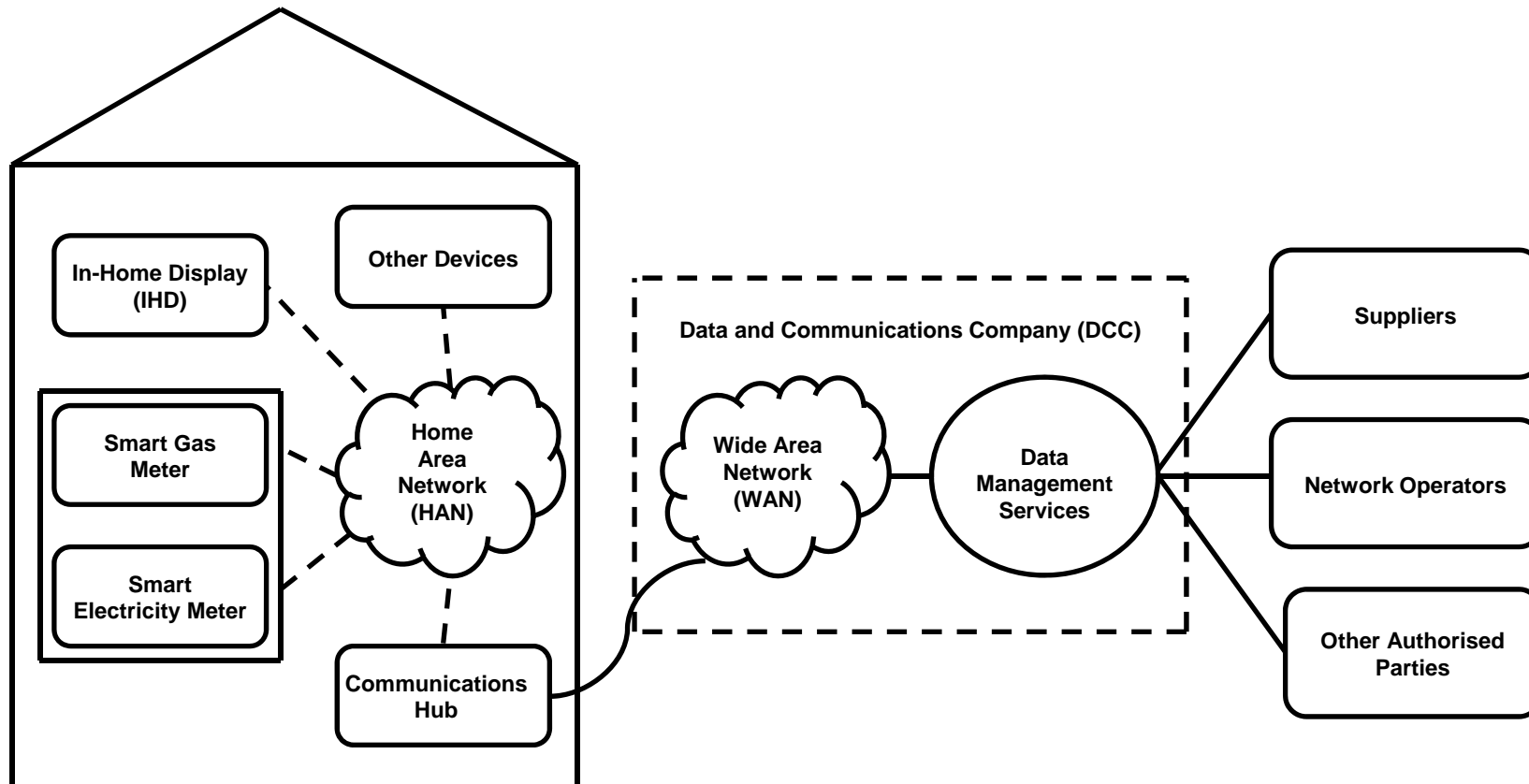
Smart meters



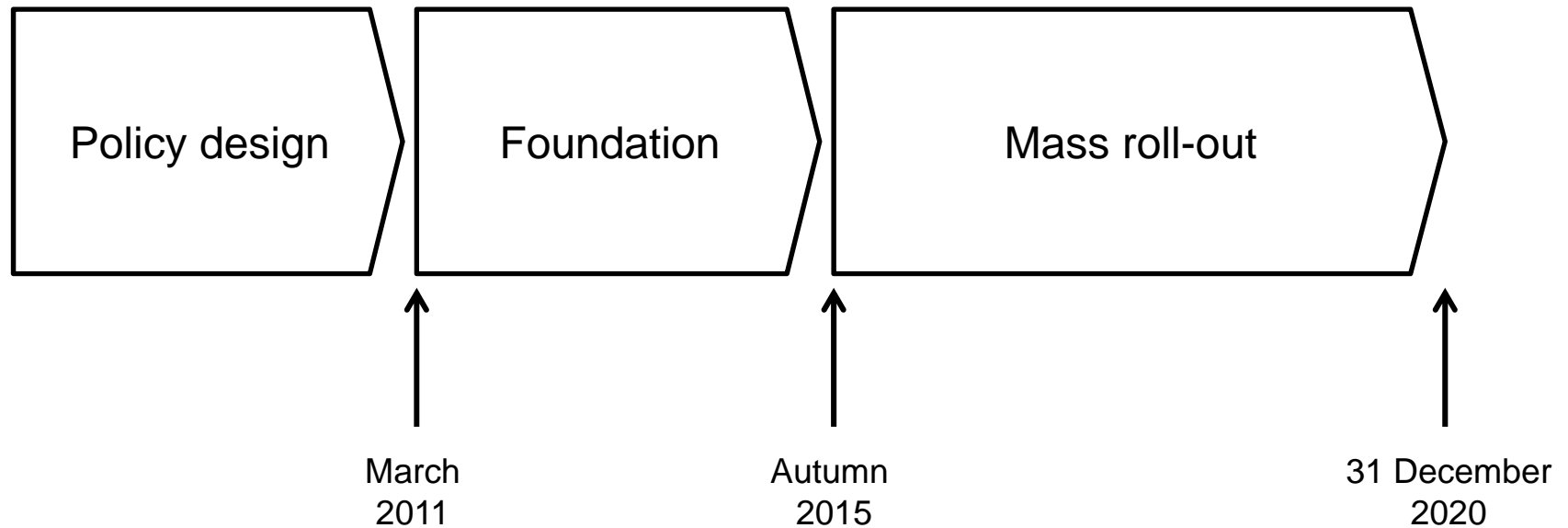
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The Programme is being delivered across three key phases



Installation Code of Practice

- Aims:
 - customer experience to be positive
 - protect customers during installation visit
 - help deliver benefits, including behaviour change
- Installers required to:
 - demonstrate system
 - offer energy efficiency advice
 - identify and meet the needs of vulnerable consumers
- Restrictions on marketing at installation

Smart Meter Roll-Out Consumer Engagement



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- Published Consumer Engagement Strategy
December 2012
- Engagement levers:
 - Direct feedback
 - Indirect feedback
 - Advice and guidance
 - Motivational campaigns

Smart Meter Roll-Out Consumer Engagement

- Central Delivery Body
 - Consumer confidence and awareness
 - Consumer willingness to use smart meters for behaviour change
 - Vulnerable consumers
- Third party involvement
- Non-domestic engagement

Smart Meter Roll-Out

Vulnerable consumers



- Take control of energy use and make savings
- Improved experience for prepayment experience
- Installation Code of Practice
- NEA and Consumer Focus research
- Design of In-Home Display

The Green Deal in the landlord and tenant sector



- **Landlords can work with tenants to improve the energy efficiency of their properties using Green Deal and Energy Company Obligation (ECO).**
- **Green Deal Finance :** Helps cover cost of making energy efficiency improvements. Landlords and tenants should shop around for the best deal.

Using Green Deal Finance can:

- Reduce need for up-front investment (or makes existing investment plans go further),
- Overcome 'split incentive' (tenant pays towards the improvements while living in the property),
- Result in warmer, happier tenants, and more rentable properties



Extra support: “ECO”

| Support for | Available to |
|--|--|
| Solid wall insulation Hard-to-treat cavity wall insulation | Anyone |
| Easy cavity wall insulation Loft insulation | People living in low income areas (lowest 15%) People on certain income-related benefits in private housing |
| Heating improvements | People on certain income-related benefits in private housing |

- Worth around £1.3 billion a year; money comes via energy companies (“Energy Company Obligation”) so no cost to occupant or landlord,
- In combination, Green Deal and ECO give housing providers opportunity to deliver cost-effective retrofit packages and build on current energy efficiency plans,

Roll-out will present interesting challenges ...

