

Delivering energy advice in the context of future energy systems

Laura McGadie

22nd February 2018



Contents

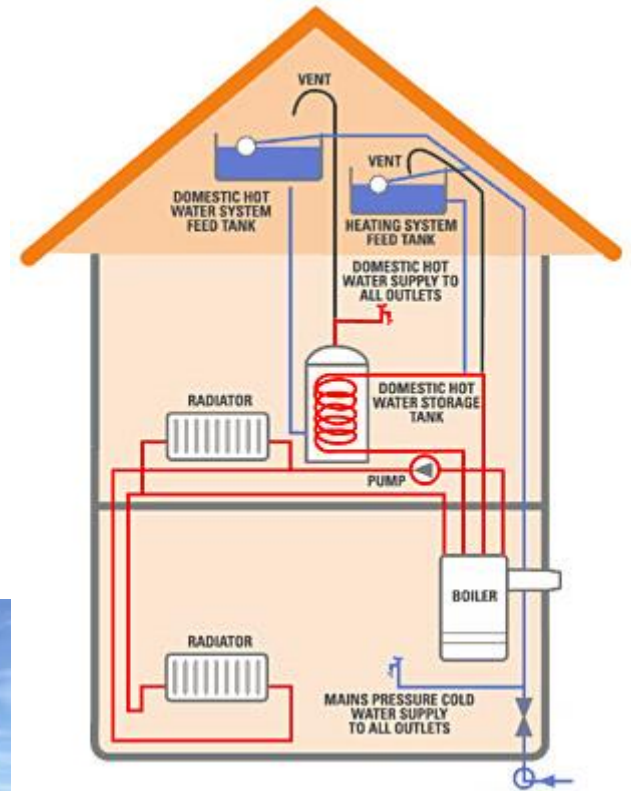
01 Context

02 Challenges

03 Rising to the challenge

04 Considerations

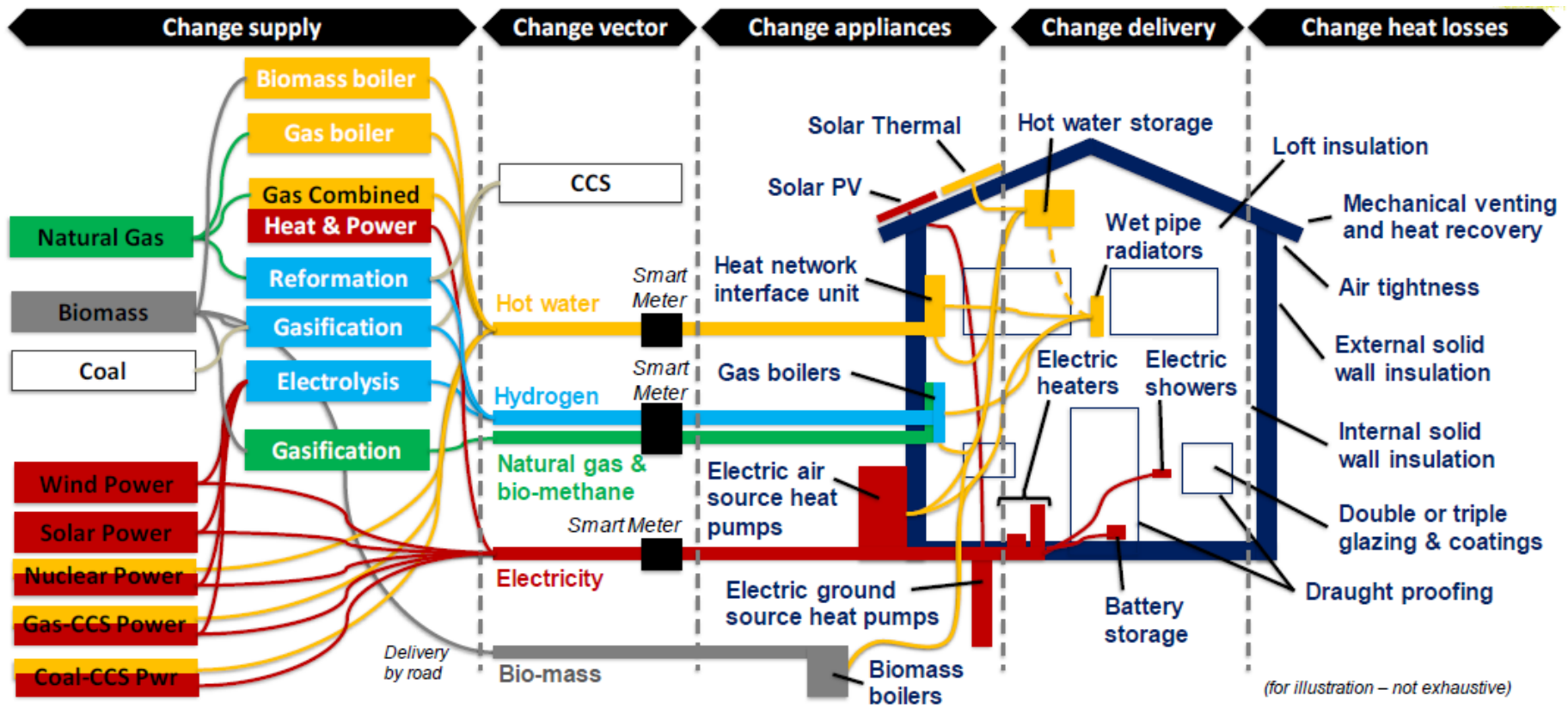
Context



Challenges



Challenges



Rising to the challenge

Home Energy Scotland – right advice in right place

Advice

Online and digital
advice



Phone advice



In home advice



Face to face in
community/ workplace



Strategic
support
and advice



HOME
ENERGY
SCOTLAND

Rising to the challenge – Home Energy Scotland

Every year:

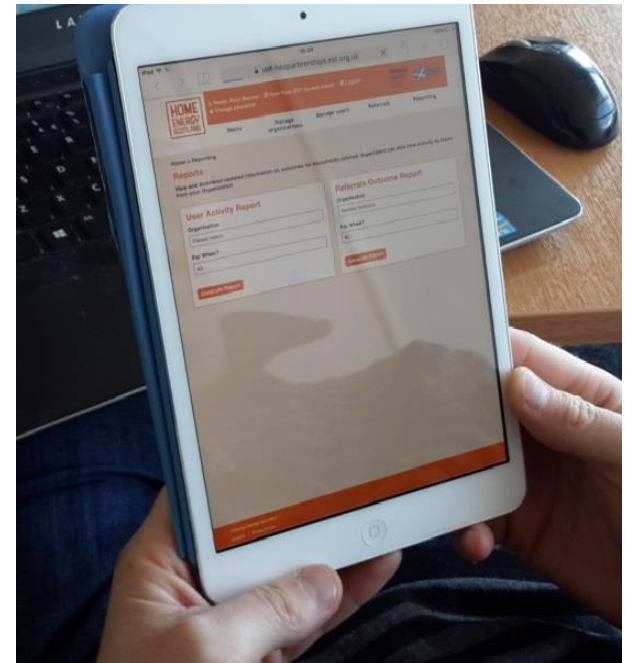
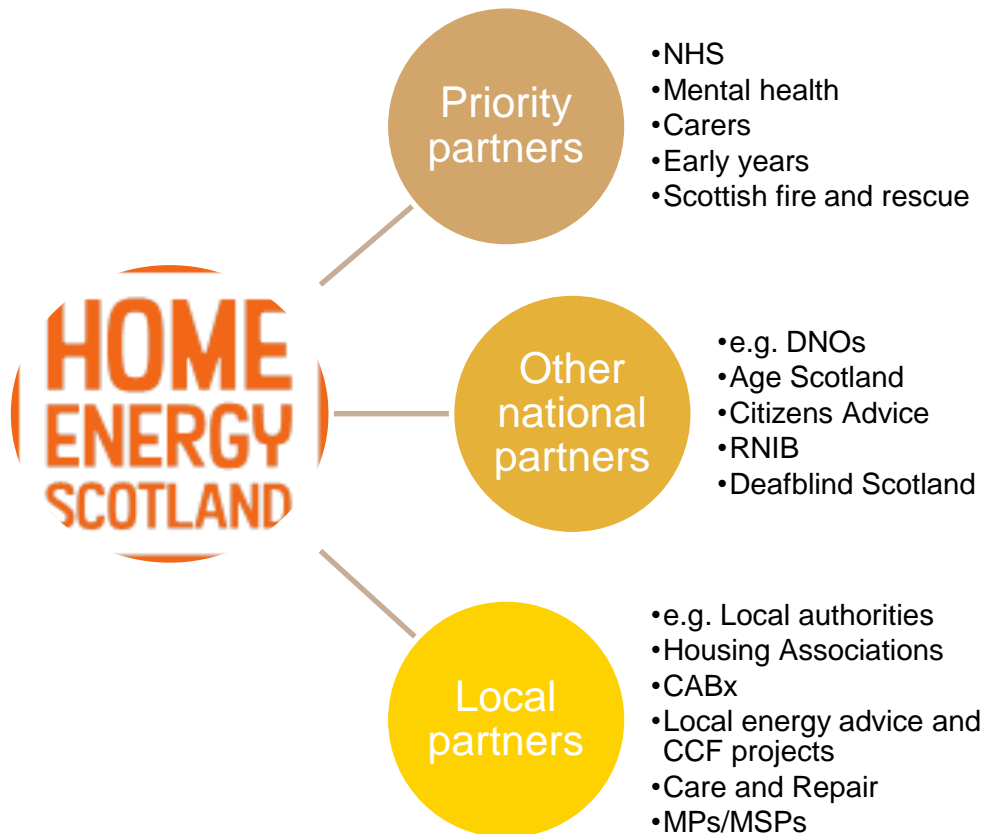
- Around 90,000 households supported
- Around 800 home visits to vulnerable households
- Around 2,300 specialist advice home visits
- 97% customer satisfaction

- More than £2.3 million in additional annual benefits
- Lifetime fuel bill reduction of around £1,500 per customer
- Carbon savings of more than 330,000 lifetime tCO₂



Rising to the challenge

Home Energy Scotland - partnerships



Rising to the challenge

Home Energy Scotland – Smart Meter Advice

Efficiency advice based on actual energy consumption



“We have been able to match it [energy consumption] more accurately to house occupancy and set timers more accurately to reflect when we are in the property, when we will be leaving (switch off heating at least 30 mins before) etc.”

(Householder)

Rising to the challenge – Each Home Counts

“We have not seen a large scale increase in the level of public demand for...measures”

“...There have been too many instances of poor quality installations being made by companies who do not have the skills, quality levels or core values required to operate responsibly in this market”



“Too often advice has been inconsistent and fails adequately to take account of property-specific details. This has meant that householders often **do not trust** the advice being given, or are **receiving inappropriate advice** or unsuitable measures for their circumstances”

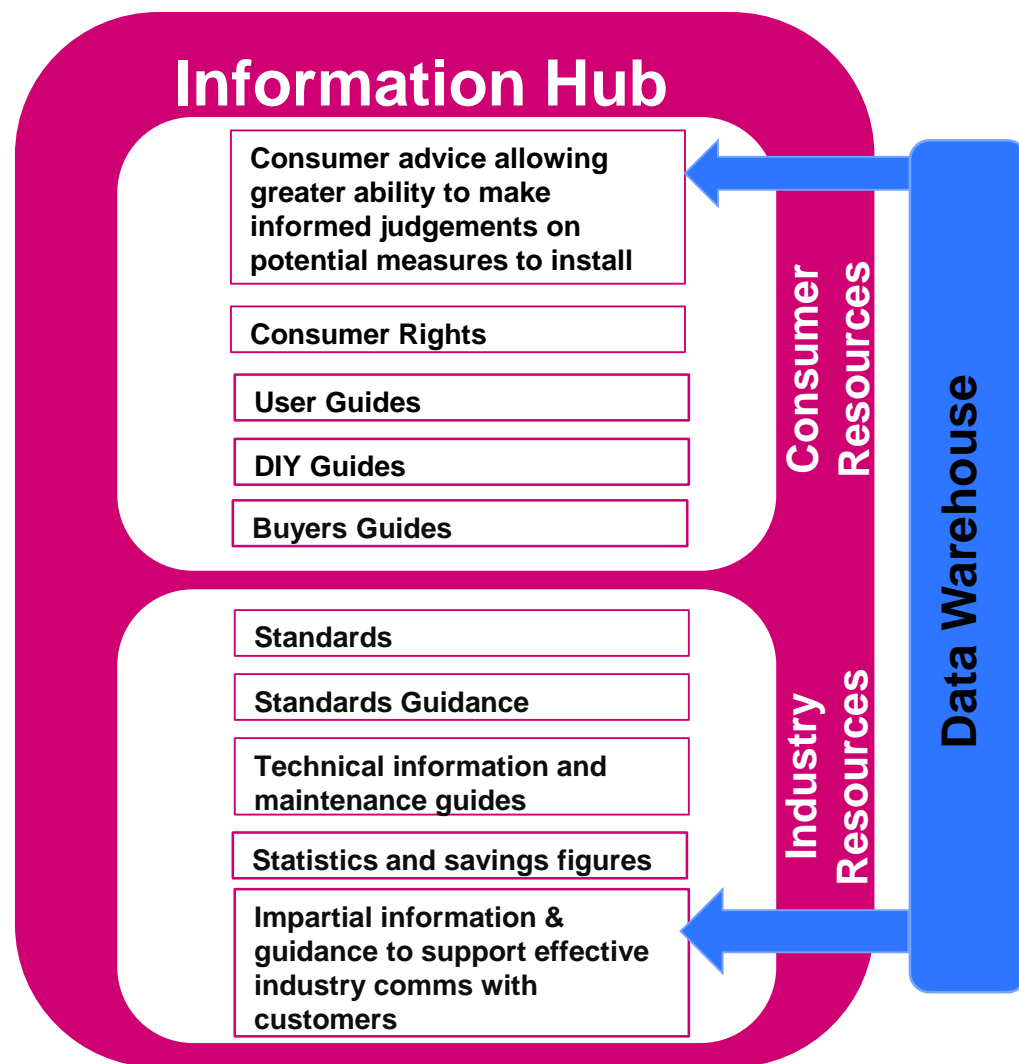


Peter Bonfield, 2016

Rising to the challenge - Each Home Counts

A new central **Information Hub** that will be consumer and industry facing, act as a collection point for best practice on standards, guidance, statistics and approved information, and made available to all those certified with the quality mark.

A **Data Warehouse** which holds relevant property-level data from existing sources, such as Energy Performance Certificate (EPC) information, ...will enable the provision of practical, authoritative and specific information to the consumer through tools or services.



Considerations

- How does our role need to change to best support consumers?
- How does our advice need to change?
- How do we work with citizens to take advantage of the changing landscape?