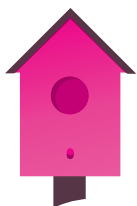
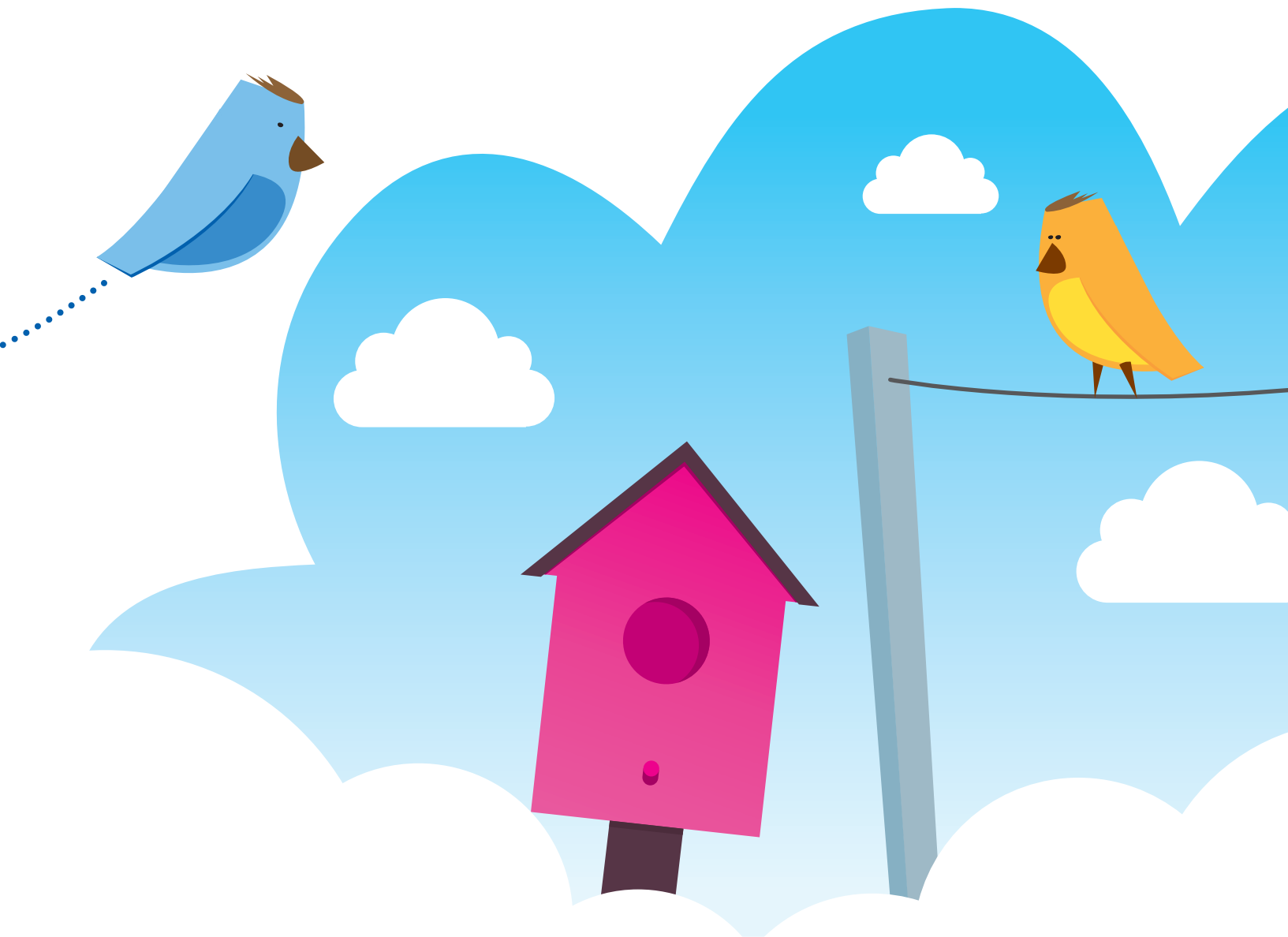


# Nest Annual Report

April 2012 – March 2013



**Nyth  
Nest**  
Gwneud  
Cymru'n  
Glyd  
Making  
Wales  
Cosy



Yn gweithio ar ran  
**Llywodraeth Cymru**  
Working on behalf of the  
**Welsh Government**

# Ministerial Foreword

I am pleased to be able to introduce the second Annual Report of the Welsh Government's fuel poverty scheme.

In recent years significant rises in fuel prices have put more pressure on already strained household budgets, and pushed more people into fuel poverty. As a Government we are determined to tackle poverty in all its aspects. Our Tackling Poverty Action Plan sets out the actions we will take to tackle the impacts of poverty now, and the issues that will cause people to be in poverty in the future. Our actions to tackle fuel poverty are a key part of the Plan.

The Nest scheme is tackling fuel poverty by ensuring that all householders in Wales have access to advice and support to help them reduce their fuel bills. For householders who are most in need, but cannot afford to make their homes more energy efficient, the scheme can provide a package of free home energy improvements. We know that improving the energy efficiency of homes can make a real difference to the number of households living in fuel poverty. Our Fuel Poverty Projection Tool, which was published in April 2013 indicates that the impact of installing home energy efficiency improvements in Welsh homes between 2008 and 2012 has been to reduce the number of households estimated to be in fuel poverty in 2012, by 36,000 households.

Our aim for Nest was to help around 15,000 householders each year so I am very pleased that, in its second year, Nest has significantly exceeded this target, helping over 21,500 households with advice, and providing over 4,900 of those households with a package of free home energy improvements. I am also pleased to see that more homes

Alun Davies, Minister  
For Natural Resources  
and Food



have been improved in rural areas this year. The energy improvements installed by Nest are estimated to deliver benefits averaging around £500 per household per year, which will make a real difference to the householders in managing their energy bills.

Nest is not just helping to reduce household energy bills today; the improvements being made to people's homes are helping to protect householders from the effects of future energy price rises as well as creating employment and training opportunities in the energy efficiency sector. Nest is supporting over 300 installer jobs in small and medium businesses based in Wales and has created a total of 25 new jobs, training and work experience placements.

Tackling poverty is not something that the Welsh Government can do alone. It requires action from all sectors, and I would particularly like to thank all the organisations that have worked with the Nest scheme manager, British Gas, and with the Energy Saving Trust, over the last two years. Those organisations have helped to strengthen the Nest referral network and have provided a wide range of advice and support for householders.

As the scheme enters its third year, my priority is to ensure that the Nest scheme is successful in incorporating the additional funding available from the Energy Company Obligation (ECO), enabling us to improve more homes, particularly in rural Wales, and to help more people out of fuel poverty.



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## Nest – an overview

Now in its second year, the Welsh Government's Nest scheme is continuing to help reduce the number of households living in fuel poverty and making homes in Wales warmer and more fuel-efficient.

The Nest scheme is open to all householders in Wales and provides advice on saving energy, money management, fuel tariffs, benefit entitlement checks and referral for a Warm Homes Discount (WHD). In addition to advice and support, Nest offers a package of free home energy improvement measures to households who are in receipt of a means tested benefit and who live in a very energy inefficient home, with an Energy Performance Certificate (EPC) rating of F or G. Households who do not meet the qualifying criteria may still be able to benefit from free or subsidised energy efficiency measures through referral to alternative schemes.

Nest home energy improvement packages are designed for individual properties so there is no standard package of measures. Packages may include measures such as a new boiler, central heating system, loft insulation, cavity wall insulation, and some may include newer technologies like air source heat pumps and external wall insulation.

The Nest scheme is managed by British Gas, working with the Energy Saving Trust, on behalf of the Welsh Government.

This report sets out the achievements of the Nest scheme in providing advice and support to fuel poor households in 2012-13, its second year of operation, and our priorities for 2013-14.

### Case study 1

When Gwynedd resident, Ms Gotami of Waunfawr invited a Nest assessor to visit her home, she found out she was eligible for free home energy improvements. The Nest assessor recommended a new central heating system to help make her property warmer and save money on energy bills.

Ms Gotami's new system has now been installed and she's already finding significant savings on her energy bills: "I am so pleased with my new central heating system. It's working perfectly and I was really impressed with the efficiency of the workmen who fitted it in my home. I'm delighted to have had this installed as part of the Nest scheme and would recommend others to look into the scheme. My cottage has very thick stone walls but it's now warm and cosy just in time for winter."

## Nest's main focus in 2012-13 was to further develop the partner referral network and improve the householder experience.

Nest has further developed its existing network and strengthened relationships with partner organisations. This year, the number of Partner Development Managers (PDMs) was increased, providing us with greater opportunities for strengthening local relationships and building new referral routes. This was particularly beneficial for householders in rural areas and hard to reach communities who have not traditionally benefited from government or energy supplier schemes.

The new referral route with the Mid and West Wales Fire and Rescue Service is underway: a relationship that has enabled vulnerable households to access help with heating their home through Nest whilst receiving advice on fire hazards.

We have developed the portal and referral network, which enables partner organisations to refer clients directly into Nest and to track the progress of applications. Formal arrangements are now in place to govern the use of the online portal and access to householder data.

A Stakeholder Board has been established to help identify and target vulnerable and hard to reach households that are most in need of the support Nest can provide. The Board will continue to provide advice and guidance on improving the delivery of services, developing new referral routes, and enhancing the householder experience.

In 2012-13, Nest provided over 21,600 households with advice, over 4,900 of these households also benefitted from a package of free home energy improvements.

The benefits realised from the installation of home energy improvement packages under Nest is substantial and highlights the real difference that the Welsh Government's investment in energy efficiency improvements is making to the lives of some of the poorest households in Wales. The key estimated benefits delivered from the installation of home energy improvement packages are:

- Average increase in energy efficiency rating of over 40 SAP points
- Average reduction in annual fuel bill costs is £507 (some or all of this may be taken as increased comfort rather than fuel bill savings)
- Average reduction in annual CO<sub>2</sub> emission of 3 tonnes

During 2012/13 there were over 300 operatives across Wales installing home energy improvements to householders homes. All gas installs were carried out by SMEs based in Wales.



# Nest Targeting And Marketing

Nest is designed to provide something for everyone. It offers a range of advice and support to all households to help reduce their energy bills.

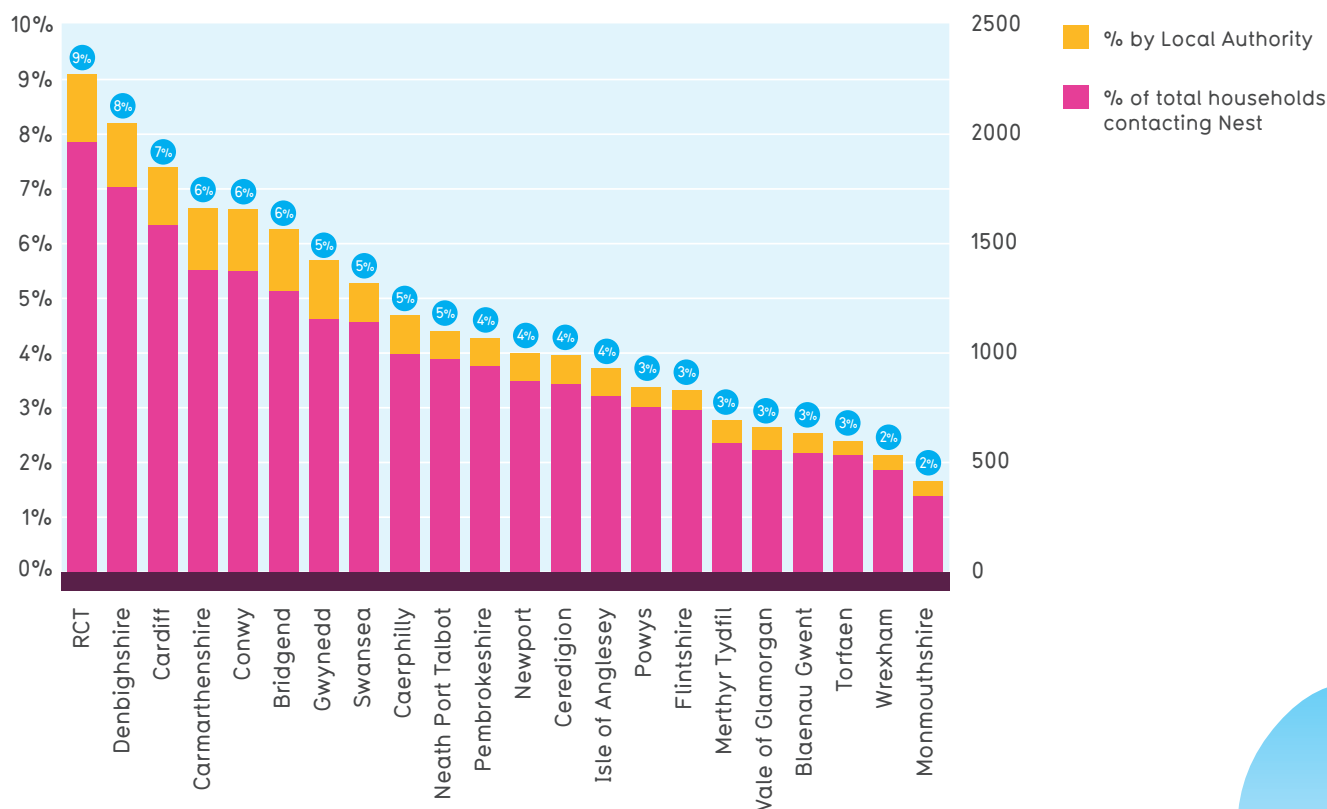
In the first year of Nest we proactively targeted eight local authority areas which had not benefited significantly from previous government or energy supplier schemes. This year we have expanded the marketing to target all local authority areas.

Fuel-poor households were identified throughout Wales, in partnership with local organisations as well as through detailed data analysis of the Home Energy Efficiency Database. The data analysis enabled the mapping of property types, property tenure, and the likelihood of gas connections to identify potentially energy inefficient private households.

A multi-channel marketing approach was used for Nest this year, recognising that fuel-poor householders can be some of the hardest people to reach. Along with general awareness campaigns in the target areas (press releases, press and radio advertising and awareness events) there have been a series of direct mail campaigns and most significantly the expansion of the Partnership Development Team who have been actively building relationships with stakeholders across Wales ensuring close collaboration with local authorities, voluntary agencies and key community groups.

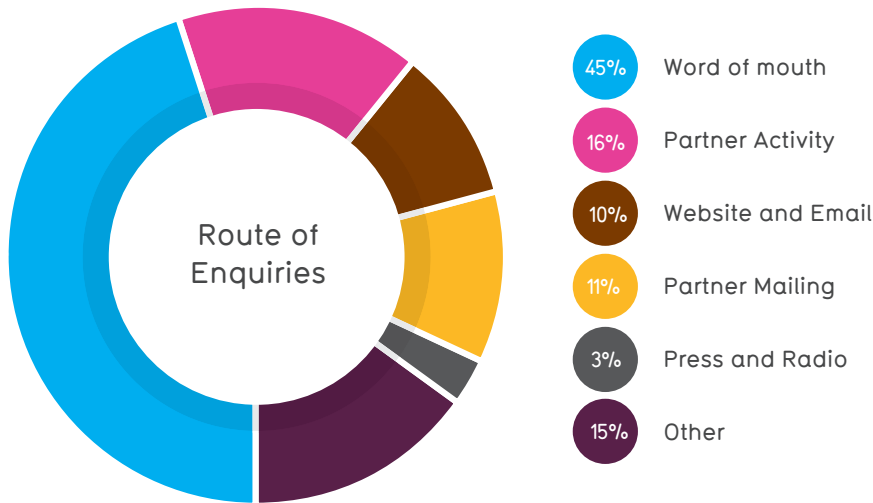
The chart below shows the breakdown of households enquiring about the Nest scheme by local authority area. It shows a marked increase on the previous year, proving that our targeting and marketing activity is raising awareness of Nest and reaching more people who need help.

## Nest Enquiries by Local Authority Area 12/13





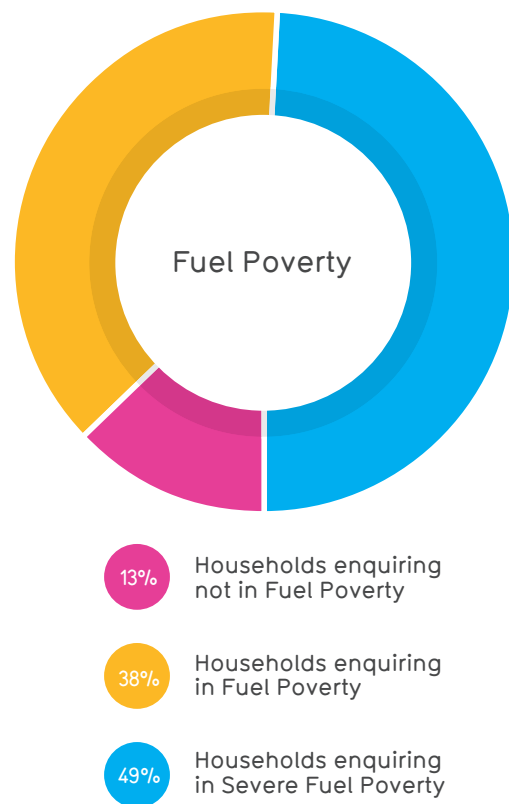
The chart below shows the routing of enquiries into the Nest scheme. Word of mouth remains the largest source of enquiries (45%), which will have been reinforced by marketing activity during the year. Effective partnership working leading to enquiries is essential to the on-going success of the Nest scheme and accounts for 27% of enquiries (11% mailing and 16% partner activity).



### Enquiries by Local Authority

Details of income are required to estimate levels of fuel poverty. This information is now requested earlier in the process to enable us to collect the fuel poverty status of more households.

This chart shows the breakdown of households in fuel poverty who have been referred to Nest. Those in fuel poverty has increased to 87%, an increase from 62% last year. Fuel poverty is measured using the householder's stated income at the time of the application alongside modelled running costs for their household – where the energy spend is greater than 10% of household income. Energy spend greater than 20% is classed as being in "severe fuel poverty".



# Nest Advice And Support

Enquirers to the Nest programme are provided with helpful advice tailored to their individual needs and circumstances, along with referrals to third party services.

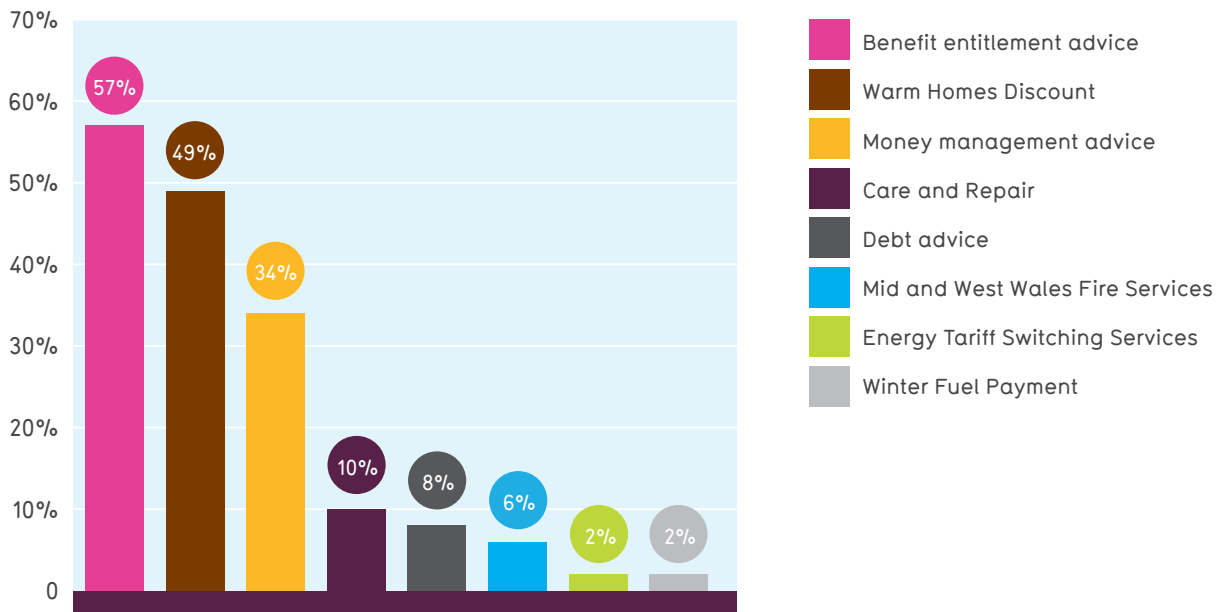
When a householder contacts the Nest scheme, a Nest advisor will ask a series of questions to determine the householder's eligibility for a package of free home energy improvements. Irrespective of the outcome, the advisor will provide advice and support and identify other services that may benefit the householder. This year, over 21,500 households received advice on one or more of the following topics:

- Energy efficiency advice on actions to reduce energy consumption (e.g. turning down thermostats, not overfilling kettles)
  - Home insulation requirements
  - Heating controls and how best to use them
  - Transport advice (e.g. smarter driving, vehicle choices and alternative transport options)
  - Information on renewable energy technologies
  - Advice on understanding utility bill enquiries
  - Appliance guidance
  - Other grants and third party services
- Over five thousand households were referred to, or advised to contact, third party services including:
- **Benefit Entitlement Checks** – Riverside Advice and Speakeasy Advice Centre provide a review service for Nest householders and help them to maximise their income.
  - **Debt advice** – Riverside Advice Centre and Speakeasy Advice Centre also provide independent advice regarding reducing the debt value or easing the repayment terms for the householder.
  - **Warm Homes Discount** from energy companies. British Gas, E.ON Energy Solutions, Scottish Power, SSE (Swalec), Npower, EDF provide eligible householders with a £130 payment against their energy bill each year.
  - **Money management advice** – the Money Advice Service provides independent advice about debt management, handling their income and outgoings more effectively and includes online tools to help support the householder.
  - **Enabling services** – Care and Repair provide eligible householders with access to a handyman service, disabled service, temporary heating and help with grants.
  - **Energy tariff advice** – Switch to Which provides independent advice regarding the most effective tariff and supplier for the householder's circumstances.
  - **Mid and West Wales Fire Service** – enables vulnerable households to access help with heating their home through Nest whilst receiving advice on fire hazards.
  - **Winter Fuel Payment** – this scheme is an obligation placed upon energy suppliers aiming to help low income and vulnerable households with their energy costs.





## Households Receiving a Third Party Referral/Recommendation

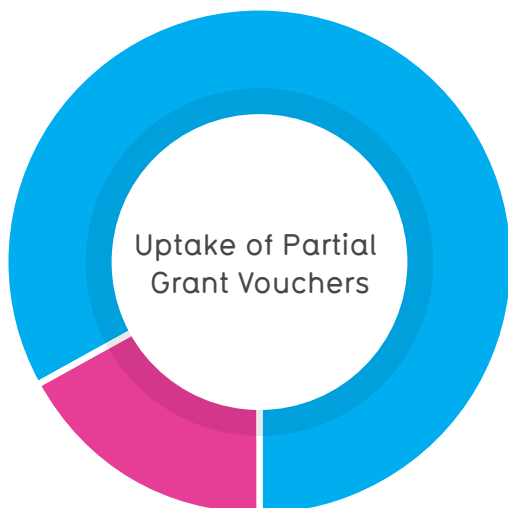


Householders may be referred to more than one source of third party advice, so the percentages will not add up to 100%.

### Nest Householder CERT

Number of Householder Referrals	<b>794</b>
Number of householders using CERT funding	<b>284</b>

When a householder is not eligible for a Nest assessment, a Nest advisor will review their suitability for referral for home energy improvements through an alternative scheme. From April 2012 to January 2013, eligible householders were referred to a CERT provider for loft or cavity wall insulation. CERT finished in January 2013. During 2012-13, 794 Nest householders were referred to a variety of CERT schemes. Nest advisors selected the most appropriate CERT scheme for the householder using their “handbook” – a list of the nationally available CERT schemes in operation at the time. Advisors typically discussed three schemes with the householder based on the details that were most desirable to the individual – usually cost, location and survey timescale. This allowed the advisors to remain impartial, providing facts about the schemes, and leaving the final referral decision to the householder.



- 17% Number of Loft Insulations Installed
- 83% Number of Cavity Wall Insulations Installed

73 householders who were not eligible for CERT funding accepted the option of using the Partial Grant Voucher available from Nest. The Partial Grant Voucher is only available to vulnerable households where the applicant is aged 60 or over; the applicant is disabled or chronically ill; the applicant is pregnant; or the applicant occupies the dwelling with a child under the age of five. CERT offers are generally more attractive than the Partial Grant Voucher however those householders that did claim a voucher predominantly used them to improve the insulation of old property extensions. The chart shows the split between Loft Insulation and Cavity Wall Insulations for those householders using the Partial Grant Voucher.

## Benefit Entitlement Checks

271 householders received new or additional benefits averaging over £1,900 per year as a result of a Nest referral for a Benefit Entitlement Check (BECs).

The number of referrals to the Riverside Advice and Speakeasy Advice Centre almost trebled during the second year of the scheme, with more low income households helped to receive additional benefits.

Nest Householder BECs	
Number of Householder Referrals	<b>3100</b>
Number of householders eligible for new/additional benefits	<b>271</b>
Average increase to annual income	<b>£1,951.47</b>

Following completion of the Benefit Entitlement Check, householders are advised of the next steps to making a benefit claim and local face-to-face services that can support them if they struggle to do this unaided. Riverside Advice and the Speakeasy Advice Centre then report back to Nest on the outcome of all householder referrals. Where the householder is then eligible for a means tested benefit they are advised to come back to Nest to see if they are now eligible for a whole house assessment. We have seen a number of successes as a result of this process.

### Warm Homes Discount

More than two and a half thousand householders were referred for a Warm Homes Discount and the value to those who were eligible amounted to £22,620. The percentage of households eligible for a Warm Homes Discount is low due to Nest only receiving data back from two energy suppliers. Nest will continue to work with energy suppliers to increase data on the number of households receiving a Warm Homes Discount as a result of a referral from the scheme.

Warm Homes Discount	
Number of Householder Referrals	<b>2668</b>
Number of householders receiving Warm homes discount	<b>174</b>
Value of WHD	<b>£22,620</b>

### Mid and West Wales Fire Service

22% of those referred by Mid and West Wales Fire Service received a home safety report and/or a smoke alarm.

Mid and West Wales Fire Service	
Number of Householder Referrals	<b>324</b>
Number of householders receiving a Home safety report	<b>51</b>
Number of householders receiving Smoke Alarms	<b>20</b>

# Home Energy Improvement Packages

The Central Co-ordination Point is the gateway to accessing a package of free home energy improvements, funded by the Welsh Government.

Householders who contact Nest are asked a series of questions to help determine whether they are likely to be living in fuel poverty, are in receipt of a qualifying means-tested benefit or living in an energy-inefficient home, and if they are eligible for a package of free energy efficiency improvement.

Householders who are believed to meet the eligibility criteria for a package of home energy improvements are passed to British Gas to arrange a whole house assessment. A fully qualified assessor will visit the householder to confirm their eligibility, complete the home energy efficiency assessment and identify, where required, the most appropriate and cost effective measures for the property and the householder. The measures recommended by an assessor are subject to technical and value for money checks so at this stage are recommendations only. Once all checks are complete, the householder will receive a letter confirming the final package of measures that will be installed under Nest. If the householder wishes to proceed with the package of measures then the Nest team will ensure that all

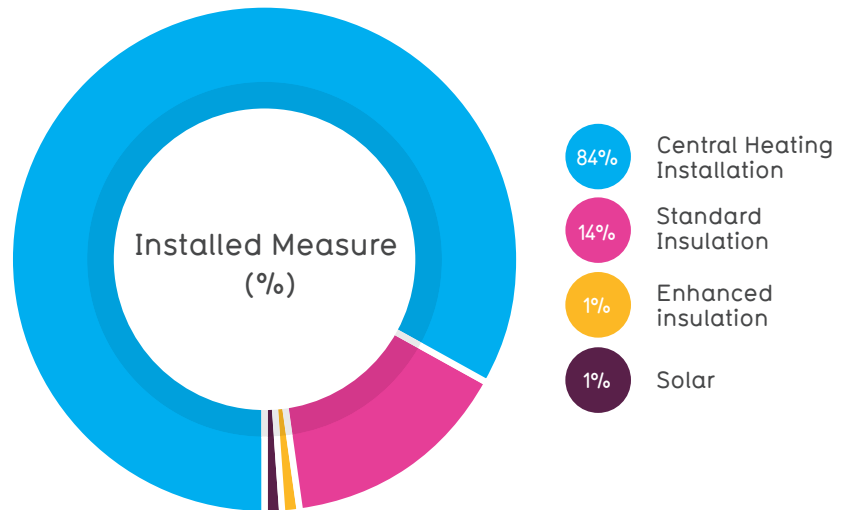
required permissions and consents (landlords, planning etc.) and third party requirements (gas connections, asbestos removal etc.) are completed prior to agreeing the installation dates with the householder.

Under the supervision and management of the Nest team, a network of local small and medium enterprises (SMEs) provide all the heating and insulation installation services.

An inspection of the works is undertaken once the Nest team receive confirmation that the package of measures has been installed. Should the Nest inspector identify any defects in the works, they ensure that any remedial works required are completed quickly and effectively.



Central heating and/or standard installation (loft/cavity wall) continues to represent the majority of works undertaken by the Nest scheme, which can be seen from the chart to the right showing the Nest measures installed by type.



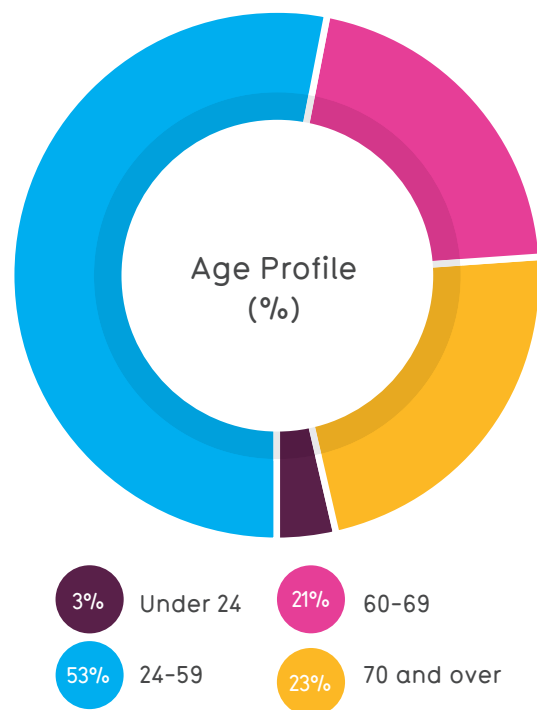
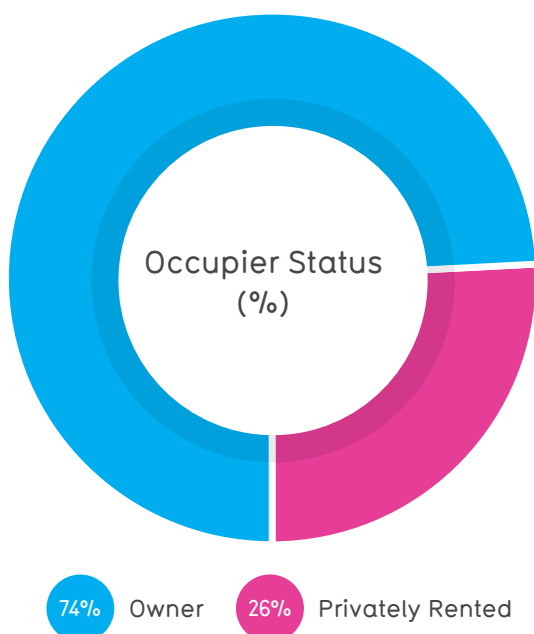
## Household Characteristics

Nest has been successful in reaching more people than ever who need help.

The year has seen increases in referrals across the local authority areas, demonstrating the effectiveness of the marketing activity and partnership working undertaken to encourage referrals. The local authorities that are particularly proactive in promoting the Nest programme show a higher referral volume in their area.

This chart shows the breakdown of tenure status for households receiving measures under the Nest scheme, which has had success in attracting applications from both private owner occupiers (74%) and privately-rented properties. Successful applications from privately-rented properties have increased by over 10% since last year to 26%.

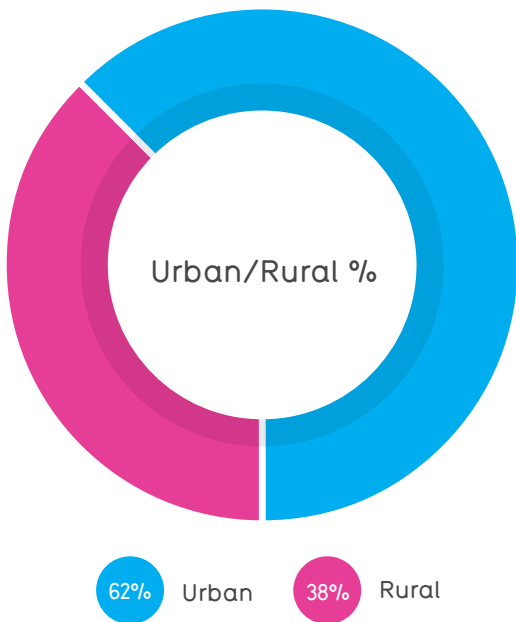
This chart shows the breakdown by age of householders receiving a home energy improvement package. Over half (53%) of all installs were for householders of working age (24-59 years). 44% are of pensionable age (60+). The proportion of young households (under 24) was minimal by comparison (3%) but has increased slightly on the previous year.



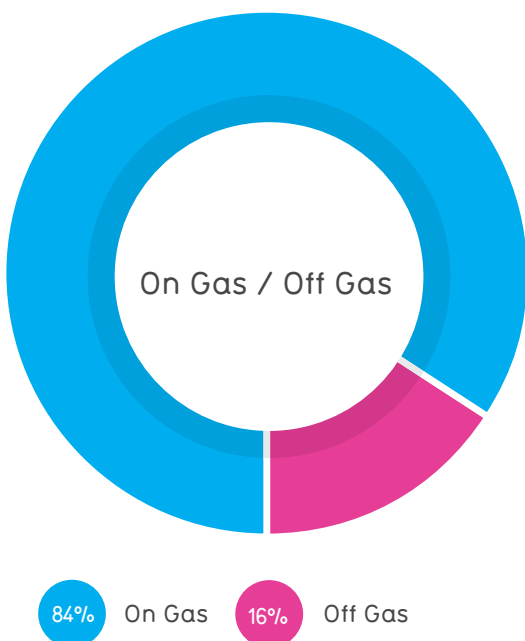
# Property Characteristics

The number of rural homes improved has increased significantly in the second year of the scheme.

The majority of householders (62%) receiving installations resided in urban areas compared to those living in rural areas (38%). Installations for those living in rural areas increased significantly by 17% on the previous year.

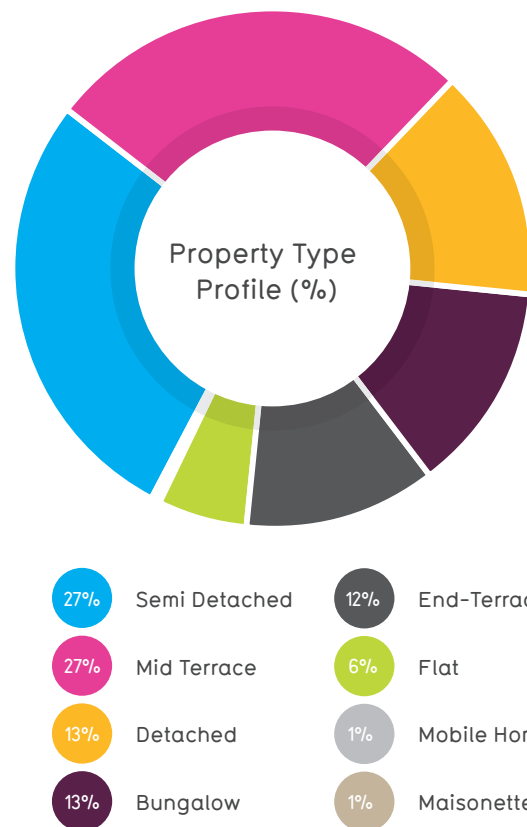


The chart below shows the breakdown of householders who were on or off the gas grid prior to receiving measures under the Nest scheme.



The breakdown by property-type of households who have received a home energy improvement package is shown in the graph below.

This year, mid-terrace properties tied with semi-detached properties as the largest single property type treated under the scheme. Combined with end terrace properties, they account for over a third (39%) of all installs. Flats and maisonettes were the lowest installations across the scheme; however these types of property tend to be more energy efficient than houses as other dwellings above often shelter the properties below.



# Improving energy efficiency

Nest improvements have delivered estimated energy bill savings averaging £507 per household per year, making a real difference to fuel poor households.

The Nest scheme calculates the effects of energy efficiency improvement on the homes using an RdSAP rating. RdSAP software is used to measure the SAP rating of the home for heating and hot water provision before and after suitable measures are installed. The aim is to install a package of measures to change the energy rating of a property, increasing the SAP rating to a C, where possible and when it's cost effective to do so. The actual measures installed are remodelled to account for any amendments to the original

package due to technical issues or householders changing their mind.

Benefits are based on modelled outcomes and the actual reductions and savings will depend on the individual householder's behaviours. In some cases the benefit to the householder will be through increased comfort and wellbeing through the ability to heat the home more effectively rather than a reduction in fuel bills.

Local Authority	Average of Energy Use Saving KWh	Average of Fuel Cost Annual Saving £	Sum of CO <sup>2</sup> Lifetime Saving £
Anglesey	16,983	647.92	12,504
Blaenau Gwent	11,876	392.32	4,754
Bridgend	12,457	437.95	15,802
Caerphilly	11,629	408.02	9,607
Cardiff	11,328	406.61	12,267
Carmarthenshire	15,509	572.34	20,823
Ceredigion	19,560	630.40	15,458
City of Swansea	13,586	469.09	12,255
Conwy	20,110	684.97	13,646
Denbighshire	14,778	506.43	12,869
Flintshire	15,607	564.21	19,347
Gwynedd	21,022	704.38	20,633
Merthyr Tydfil	10,399	337.91	3,442
Monmouthshire	12,856	389.59	2,883
Neath Port Talbot	12,389	428.09	10,219
Newport	11,928	430.49	9,684
Pembrokeshire	15,666	602.35	10,129
Powys	19,991	734.63	13,755
Rhondda Cynon Taf	11,262	366.69	18,438
Torfaen	9,950	311.97	4,049
Vale of Glamorgan	12,103	418.59	4,977
Wrexham	15,252	555.17	4,157
<b>Grand Total</b>	<b>14,487</b>	<b>£507.10</b>	<b>251,698</b>

The chart shows the breakdown by modelled energy usage savings (averaging 14,487k kWh per annum) per household receiving measures under the Nest scheme by local authority. It shows an estimated average saving of £507.10 per year.

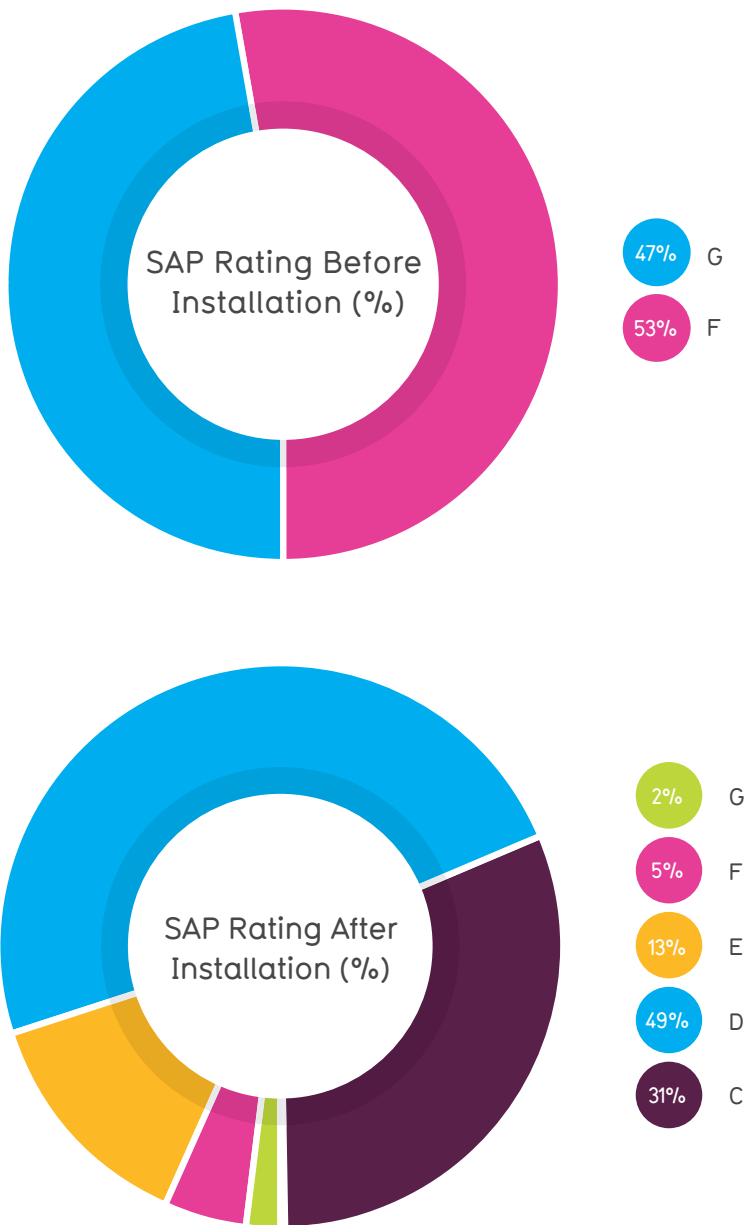
The chart shows the breakdown by lifetime carbon emission reductions for households receiving a home energy improvement package. Total lifetime emissions are modelled to reduce by over 250k tCO and vary from around 3k (Monmouthshire) to over 20K (Gwynedd).

The Nest assessor establishes the current SAP rating of the property and the potential SAP rating if a home energy improvement package is installed. Band A properties are very energy efficient and will have the lowest running costs whereas band G properties have poor energy efficiency ratings and consequently

will have higher running costs to maintain the same standards of heating and lighting.

The charts below show the breakdown by SAP band for households both before and after receiving home energy improvement packages. All of the properties receiving measures were initially either rated F (53%) or G (47%) and were therefore very energy inefficient households.

After the install of the home energy improvement package, almost 80% of properties had been improved to SAP band D or above. Some properties may remain energy inefficient because it has not been possible to demonstrate value for money for the more enhanced measures packages required or in some cases the SAP rating has even been lowered where solid fuel has been installed in place of oil / LPG at the request of the householder because they have access to a free or cheap fuel source.



### Case Study 2

Concerned about the costs of heating his home during the prolonged cold winter of 2013, Gary Evans from Treforest near Pontypridd took matters into his own hands. He found out about Nest when searching online. He was delighted to find out from a Nest assessor that he could receive a free new boiler, radiator controls and frost sensors under the scheme.

“We use LPG gas and due to the fact we do not have to keep the heating on all night to protect pipes means that we find one bottle lasts 11 days (from 7). The difference is marked. No need to worry about burst pipes”.

It took less than ten days from first contact to installation and Gary found process very well done to a high professional standard.

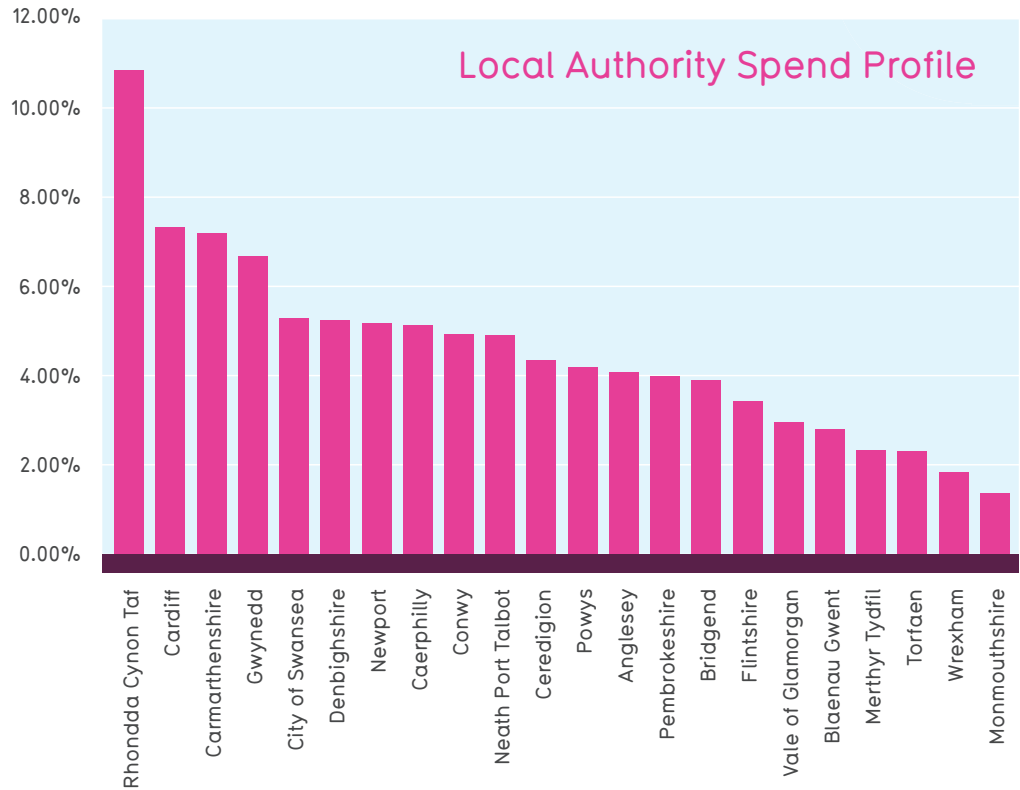
“The Nest scheme is first class. Not just for money saving but for the lack of worry when winter hits. Yes we still have to pay for the gas bottles, but now only three a month not four is massive when you are on a limited income”.



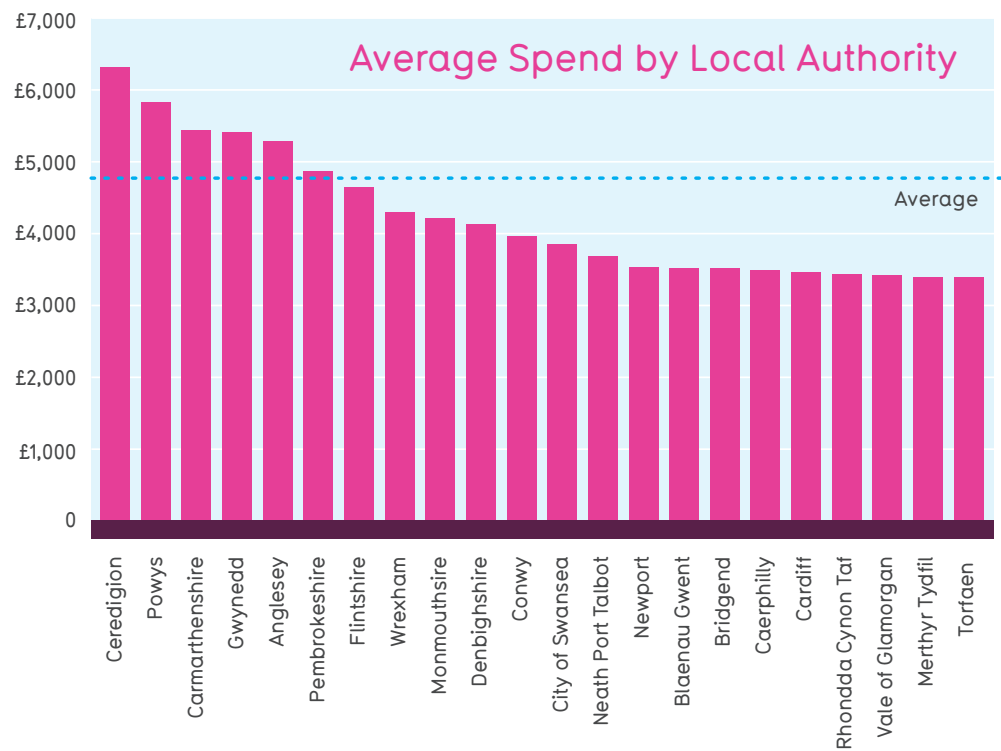
# Investing in Wales

Through Nest, the Welsh Government invested over £19.5m on measures during 2012-13.

This chart shows the total Nest grant spend for households receiving measures under the Nest scheme by local authority.

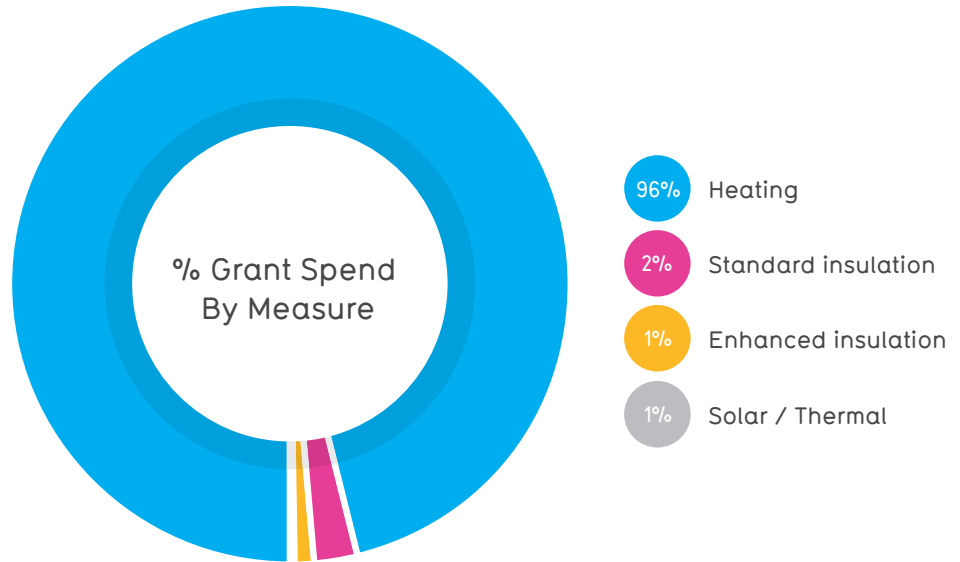


The chart on the right shows the proportion of Nest grant spend by measure under the Nest scheme.





The majority of the grant spend was on heating (96%). Although standard insulation accounted for 2% of all Nest measures installed, the actual grant costs was negligible as this was primarily CERT funded



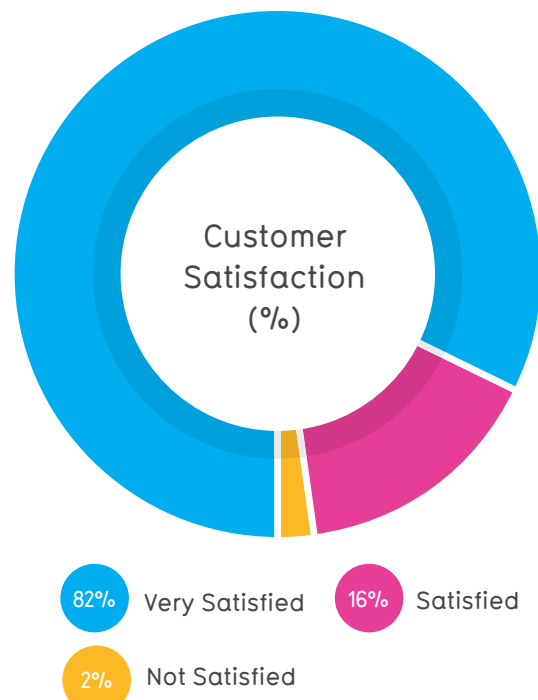
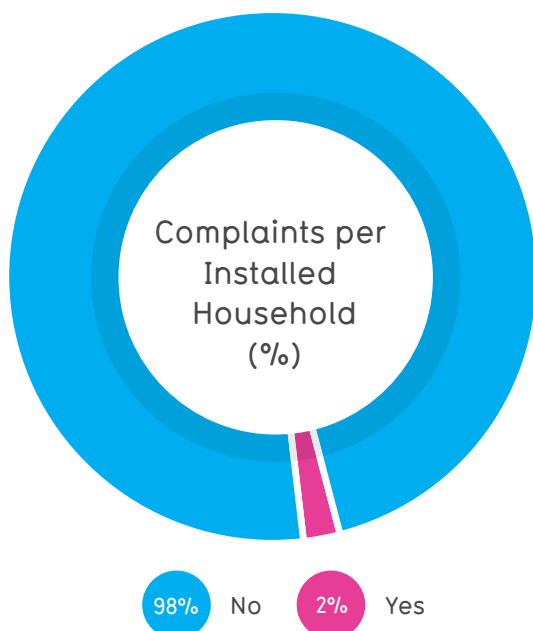
## Householder satisfaction

Customer satisfaction is high with 98% of customers reporting that they are satisfied or very satisfied with the service provided by Nest.

Householder satisfaction is recorded and managed by the Nest delivery team and includes complaints relating to each stage of the customer journey. All householders advised under the Nest scheme are issued with a postal survey to complete and are asked to rate the service according to their satisfaction.

The average Nest householder satisfaction rating for households receiving measures under the Nest scheme is shown in the chart below. The vast majority of householders (98%) were either satisfied or very satisfied with the Nest service provided, an increase on the previous year.

The chart below shows that the complaint volume represented only 2% of all householders receiving a home energy improvement package.



## Equality and diversity

Reflecting society as a whole is very important to Nest and we are proud to have made significant progress engaging with a wider cross-section of the community this year.

**This year, Nest produced its advice leaflets in the following languages and formats:**

- Arabic
- Audio leaflets in Welsh and English
- Bengali
- Braille
- Cantonese
- Czech
- Large print in Welsh and English
- Polish
- Punjabi
- Somali
- Urdu

**Drop-in sessions** have been held with the Asian community in Cardiff including Canton Chinese Elders Group.

Working in partnership with a local Councillor, **street surgeries** were organised in the South Riverside area of Cardiff. Many of its residents are elderly, from a range of ethnic minorities, and where women feel uncomfortable leaving the home. Visits were arranged on a one-to-one basis in residents' homes.

Nest attended fairs such as the '**Be Well for Life' Fair**, which attracted over 500 people from a wide range of ethnic (and faith) backgrounds across Cardiff.

The **Maindee Community Fair** attracted a high concentration of Urdu speakers, with Nest literature provided in Urdu for the event.

**Cardiff Advice Hub** - Nest literature is displayed in various hubs across the city in a variety of languages. The main hub will open later in 2013 where Nest will offer monthly energy-saving surgeries.

**Swansea mailings** - 13,000 residents in Swansea were mailed with information about a Nest road show in the city centre. Bengali and Urdu versions of the letter were sent out to Mosques and those working in the predominantly Cantonese area of Swansea were sent a Cantonese letter for the 2,000+ people in the area who may not have understood the version they received to their home address.

## Looking ahead

In Nest's third year of operation, we aim to focus our activity on the following priority areas:

1. Ensure we leverage ECO funding into Nest. This will enable us to help even more households, making an even bigger difference across Wales to those who need it most.
2. Increase the range of measures offered to householders in rural communities. Nest is currently exploring the potential of offering biomass as a solution for off-gas households and has recently completed its first biomass installation.
3. Improve our engagement with socially excluded groups. This is of paramount importance to Nest, and we have developed a fuel poverty training programme for partner organisations to help reach the most vulnerable households.

### Case Study 3

Mary Thomas from Oswestry was encouraged by her granddaughter to call Nest and she was very pleased at what the scheme could offer her. Central heating was installed throughout her home and the whole process took around five weeks.

Mary is thrilled with the result, "It was quick, easy and didn't get in the way of me being in my own home. The house is warm throughout and it has helped my arthritis a lot".

# Glossary

**BEC** – Benefit Entitlement Check: a verbal discussion between a householder and a welfare benefits adviser to establish if the householder is entitled to state benefits. In this instance this does not refer to a self-service online tool.

**CCP** – Central Co-ordination point – this is the function performed by the Energy Saving Trust as material subcontractor to British Gas on the Nest Scheme. The CCP is the initial gateway into the Nest scheme for enquirers who are taken through a pre-assessment screening process.

**CERT** – Carbon Emission Reduction Target was introduced by the UK Government in 2008 and requires all domestic energy suppliers with a householder base in excess of 250,000 householders to make savings in the amount of CO<sub>2</sub> emitted by householders. CERT was most commonly delivered through the provision of subsidised or free cavity wall and loft insulation offers. CERT finished in December 2012.

**CESP** – Community Energy Saving programme was introduced by UK Government in 2009 and funded through an obligation placed upon electricity generators and energy suppliers. CESP focussed on low-income communities and promoted a partnership approach to the delivery of a whole house approach when installing energy efficiency measures in area-based projects. CESP finished in December 2012.

**ECO** – the Energy Companies Obligation is part of the UK Government's domestic energy efficiency obligations to energy suppliers. ECO replaced the previous CERT and CESP schemes when these obligations ended in December 2012. ECO works alongside the Green Deal to support low income and vulnerable households.

**EPC** – Energy Performance Certificate, the resultant certificate from a SAP or RdSAP assessment of a property showing its energy efficiency rating.

**ESAS** – Energy Saving Trust is contracted to DECC to deliver the Energy Saving Advice Service. This telephone advice service offers impartial energy-saving advice to homes and businesses in England and Wales, supporting the Green Deal and Energy Company Obligation (ECO) as these schemes develop.

**EWI** – External Wall Insulation.

**HEED** – Home Energy Efficiency Database, an online web portal managed by the Energy Saving Trust, used to run pre-defined reports on UK housing stock data.



**HEES** – Home Energy Efficiency Scheme, funded by Welsh Government this scheme was the predecessor to Nest.

**OJEU** – Official Journal of the European Union, in line with EU legislation all public sector tenders above a defined financial threshold must be published within this publication.

**PDM** – Partnership Development Managers are Nest's local presence focussed on working with partner organisations that enable Nest to reach the most vulnerable householders.

**RdSAP and SAP** – The Standard Assessment Procedure is the UK Government's methodology for assessing and comparing the energy and environmental performance of dwellings. The reduced data SAP (RdSAP) was introduced later as a more cost effective tool to assess existing dwellings.

**SMEs** – refers to small and medium enterprises/companies.

**Solar PV** – Solar Photovoltaic panels can be installed onto properties to convert the sun's energy into electricity.

**WHD** – The Warm Homes Discount scheme is an obligation placed upon energy suppliers aiming to help low income and vulnerable households with their energy costs. For eligible householders a discount of £130 was placed on their electricity bill in the winter of 2012, by their energy supplier.

