

Sustainable Energy Network Roll Out

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Some background

- Energy Saving Trust has run the network of Energy Efficiency Advice Centres (EEACs) since 1993.
- The Sustainable Energy Network (SEN) concept has been piloted in the North East, Anglia and Northern Ireland.



- Our aim was to show that we can deliver cost effective carbon savings at a much greater scale through the evolution of the EEAC network to SEN.

Summary of pilot evaluation

- Targets for carbon saving are being exceeded.
 - During 2005-06, the carbon saving per customer was 1.91 tC, 17% higher than target of 1.63 tC.
- Pilot SENs are cost effective.
 - 2005/06 cost effectiveness is £7.8/tC against a target of £10/tC.
- Consumer awareness is significantly higher in pilot areas
 - Spontaneous awareness of EST as a source of advice and information is 13% compared to 5% in non-pilot areas
- We are reaching greater numbers of householders
 - Customer numbers are on track to increase 3-fold in 06-07 to 260,000 across the three pilots (equating to 2,000,000 per year if SEN operated across the whole of the UK.) carbon savings currently at 1.79 tC/customer

The Sustainable Energy Network

- SEN mission
 - In the short term (to 2020) to maximise carbon savings within developed supply chains
 - In the long term (to 2050) to empower and enable people to be 'low carbon citizens.'



Seven areas of activity to deliver SEN aims

Persuade citizens to view low carbon lifestyles and actions favourably and to feel compelled to act

Promotions

Make it easier and more convenient for householders to take up sustainable energy products and services, and to adopt low carbon lifestyles

Targeted actions

Customer led advice

Targeted support

Ensure that society visibly supports low carbon lifestyles through appropriate levels of commitment, leadership and exemplariness

Work with Government

Work with business

Work with communities

Customer Led Advice

- A one way process led by the customer
- Focus on customers seeking guidance or clarification on route to taking action – service must deal effectively with the customer’s enquiry.
- Example: Telephone advice service
- ***Target - customers advised***
 - A separate target for HEC mailouts (for engagement, procurement and data gathering.)

Targeted Actions

- A one way process led by the SEN
- Focus on identifying properties without specific measures and persuading occupants to install them
- Example: 'Hotspot' targeted activity
- ***Target - measures installed***

Targeted Support

- A two way process between customer and advisor
- Focus on helping target segments and communities with large potential for carbon savings to achieve those savings
- Example: Personal advisor service
- ***Target - carbon savings***

Provisional roll out timeline

	Phase 1	Phase 2
Regional consultation concludes	March 07	May 07
CSR funding decision (expected)	June 07	June 07
OJEU tender notice	June 07	July 07
SEN notice of contracts issued	Oct 07	Dec 07
Facilitation team underway	Jan 08	Apr 08
Full SEN operation	Apr 08	July 08

North West

	North West	Average (excl. Scotland)
Households	3,023,878	2,150,561
Carbon potential (energy efficiency) MtC lifetime	14.13	7.77
Carbon potential per household tC	4.67	3.59
Carbon potential (renewable energy)	tbc	tbc
Percent target segments	23.6%	33.5%