



SHARE

Social Housing Action to
Reduce Energy Consumption



Case Study 26



Advising tenants in sheltered housing on using electric night storage heaters

In a satisfaction survey of their sheltered housing residents in 2007, Stroud District Council found that many residents were dissatisfied with their electric night storage heaters. These systems had replaced warm air or under-floor heating systems and were considered to be the best option for the residents as the properties did not have a gas supply.

The main complaints in the survey were the lack of controllability, the cost of running the units and the heaters running out of stored heat in the afternoon leaving residents relying on secondary, on-peak (and expensive) forms of heat during the evening.

It was considered that the residents would benefit from being better informed on the most efficient ways to control their storage heater systems, and Severn Wye Energy Agency were asked to provide this service. Two sheltered housing schemes were selected to receive briefings and advice on using storage heaters, Burdett House and The Corriett.

The residents received information on calculating energy costs, Economy 7, reading their meters and bills, how storage heaters work and the most efficient way to control them. As well as this core information, they were advised on healthy living temperatures, ways to avoid condensation, services from fuel suppliers for the over 60s and other tips for saving energy.

After a group briefing session, energy advisors remained on site and carried out home visits on request.

These home visits allowed the energy

SHARE is an Intelligent Energy Europe Project working in eight European areas to develop energy efficiency and low carbon technologies in social housing. For more information about the SHARE project and for other case studies see the project website:

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advisors to demonstrate storage heater controls, discuss bills and meters, check immersion water heaters were set correctly and advise on any other energy related issues on an individual basis.

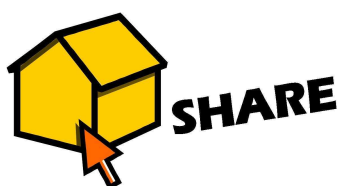
At Burdett House, 15 of the 24 residents attended the talk and 18 home visits were carried out and at The Corriett 17 of the 30 residents attended and 9 home visits carried out.



Len Appleby of Burdette House using his eco kettle

Scheme Manager at Burdett House, Barbara Palmer said, "The talk was really worthwhile and interesting. The residents engaged with the speaker and I think everyone learnt something. It was great that the energy advisors could stay for home visits afterwards, as it meant they could give advice to those residents too unwell or infirm to attend the talk."

All the residents received a cloth 'goody' bag containing energy efficient light bulbs, information relating to the talk and thermometer cards. Eco kettles were also given out as prizes to those who did well in a quiz held at the end of the session.



EEC and incentives

In the UK the fuel suppliers Energy Efficiency Commitment (EEC) means fuel companies have to make investments in energy efficiency. Many do this via discounts on loft and cavity wall insulation or heating grants, but in addition to this some can provide energy efficient small items or 'goodies' free for householders.

The most common 'goody' is the energy efficient light bulb, which most of the fuel suppliers can provide. Also available are 'Powerdowns', which are energy saving devices for computers, and Eco-kettles which save energy through precisely measuring the amount of water being boiled.

Using incentives is a great way of engaging householders with energy saving. Giving away the light bulbs and Powerdowns at events attracts people to the stand and once their attention is focused, it is easier to have a conversation about their energy use at home.



Powerdown – This device disconnects the power to peripherals such as monitors and printers when the computer is powered down, cutting standby consumption and costs.

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