



Household Energy Resurvey

2013 – 2014

Report: November 2014



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Preamble

This report is the outcome of a survey carried out by Light Foot in late 2013 of the energy practices currently adopted by 580 households in Wales that had previously received energy advice from Light Foot. Details of the methodology, results, conclusions and recommendations are given in later sections, but the following general observations may help to set the report in context.

- Household energy consumption is complicated - most people use more than one fuel to heat their homes and have several types of fuels to choose from, so energy advice needs to be household specific to be meaningful. The cost of energy causes anxiety and does at times dominate people's thoughts with a feeling of helplessness about energy consumption. The fact that householders recognise that they need to do more to tackle their energy consumption is evidenced by the high response to the question asking if respondents would like more advice.
- The responses indicate that there is still a great need for advice to help people reduce their energy consumption. Light Foot has established that the best way of getting people to act on the advice they receive is for them to accept "Behaviour Change" as a guiding principle. Many of the respondents have cited cost as a barrier to doing anything further, but Light Foot has found that cost is usually not the main problem, but the second or third, as indicated by the positive response to spending money to implement energy savings. Easier access to grants would help (the ECO scheme isn't very effective).

The other main barriers for householders are the following:

(a) Lack of confidence in tradesmen. Light Foot is able to address this by putting people in touch with householders who can relate their experiences with local installers. One of the key questions is how well an installer responds if things are not going well and how good their back is up. Light Foot recommends installers, using the criteria that they have actually carried out work that can be verified to have been completed to the satisfaction of the householder, and that householder is willing to share their experience.

(b) Householders lack of confidence in their ability to do the task themselves. People are wary of installing even simple measures like draught proofing. Light Foot volunteers discovered that actually cutting a brush bar and fitting it to the bottom of a door in theory is a small task, but in practice it is nowhere as easy as it looks. The coordinator failed miserably to complete this task. She then turned to the Internet and was able to buy draught proofing that slid onto the bottom of the door and could be cut to measure with a knife. Personal experience of solving problems is one of Light Foot's strengths: in order to be believed it's important to be able to relate with conviction that the advice given actually works.

(d) Scepticism that the measure will meet expectations. Eco homes events overcome this by allowing people to visit households who can produce real figures in real time that are relevant to other homes and share their experience.

(d) Too much upheaval is the main barrier to installing internal or external solid wall insulation. Light Foot has overcome this to some extent by obtaining a grant to install internal insulation in the office premises and documenting the process so people can obtain a visual idea of what is involved in installing this measure and the benefit achieved. Using a thermal imaging camera has enabled Light Foot to record the before and after heat loss in this project. The main ingredient to the success of this project was planning all the steps before the work started, which included making sure that the installer was competent and experienced at carrying out this type of work.

(e) Will spoil the look of the property. For example, this is the main barrier to putting up lined curtains, (some home owners Light Foot have engaged with have decided they would rather lose heat than line existing or replace curtains because it will change the look of the room) which are one of the cheapest and most cost effective measures of reducing energy consumption while keeping the inhabited parts of a home warm. Light Foot has sourced various ways of lining existing curtains. The

advice given ranges from buying a second pair to hang behind those already there, to recommending seamstresses who are able to make customised linings for existing curtains. Light Foot has a mini set of curtains: using a torch illustrates the benefits of the linings visually. Regarding external insulation, this can radically alter the look of a property, other work may be required, and it can be very expensive.

Background

Environment Wales have provided Light Foot with support and funding to help people save energy. This partnership over 6 years has proved very successful, with Light Foot being given an award in 2012 by Environment Wales in recognition of its ability

“to create new environmental initiatives which also allow communities and voluntary organisations to contribute to their social and economic needs”

Environment Wales were celebrating their first 20 years and, as part of their celebrations, 20 projects were showcased of which Light Foot was one. Currently, Environment Wales is supporting over 300 projects. Light Foot was presented with a beautiful piece of glass commissioned from Ten Green Bottles who are based at New Radnor.



Presentation in Cardiff

Left to Right Alan Underwood representing Environment Wales, Dave Thomlinson Board Member of Light Foot and Mandy Brick Coordinator for Light Foot.

The surveys are but one of a long line of environmental projects successfully carried out by Light Foot to help people improve the energy efficiency of their homes and the quality of their lives.

The Wood Stove Project 2012 - 2013

The project looked at ways of helping people who had wood stoves in their homes use them correctly, safely and efficiently. One hundred volunteers were involved and the project looked at differing ways in which to influence behavioral change, using current best practice, information and finding ways to help people in Mid Wales and Shropshire to get the most from their stoves.

British Gas Pilot

This project looked at the barriers from start to finish to installing insulation in hard to keep warm homes.



Farm Carbon

Helped farmers on the journey to making their business energy efficient, using an energy efficiency survey, and the exchange of information and expertise.

Community and Business Survey Project

This project took place in Shropshire. Helping communities improve the energy efficiency of their community buildings by providing expert advice, through energy surveys and workshops.

Energy Advice Project Newtown, working in partnership with Cwm Harry <http://cwmharry.org.uk>

The Light Foot Team spent 4 weekends in Newtown, Powys

- Promoting energy saving
- Promoting Repair Cafes
- Collecting information on energy consumption in Newtown

The team was based in the YMCA charity shop. In return Light Foot dressed their windows each week using their stock to promote energy saving. The YMCA benefited from increased sales and was disappointed that Light Foot was unable to continue this collaboration.

Energy Diaries

Light Foot created a diary for families, led by their younger members, to record their energy consumption over a week. This stimulated discussion about how, as a family, they could work together to use energy efficiently in their home. The processing of the information is time consuming, so Light Foot has worked with the Community College Bishop's Castle on developing ways in which the children can process and learn from the information they have gathered in their diaries themselves.

More schools would like to participate. Light Foot is seeking funding to develop the diary further and widen participation.

Methodology

Light Foot Enterprises has developed the "Household Energy Survey" over the last 8 years and to date approximately 2000 surveys have been carried out. The purpose of the survey is give people a benchmark as to how much energy they consume in their home and to suggest ways that this consumption can be reduced. Initially the surveys were free, because Light Foot was funded by The Energy Saving Trust, trust funds and the prize money it won from The Nesta Big Green Challenge, but when this ran out a modest charge of £50 was introduced. The introduction of this charge meant that the number of surveys actually done dropped, but the number of people who acted on the advice in the surveys rose dramatically. We believe this is because when the survey costs money it is valued more.

The survey collects information about the fabric of the house and the way the occupants live in it, and their energy consumption. This is used to produce a tailored report to the householder which gives advice, suggestions and sign posting on how to reduce their energy consumption and carbon foot print. The biggest challenge has been to get people to act on the information in the report: the incentive that they will save money is not always enough motivation for people to act.



Over the years Light Foot has discovered the term 'carbon foot print' is a barrier to change, as is asking for data on travel. The term carbon foot print is misunderstood. Householders feel they are being judged, when in fact its purpose is provide a benchmark from where to begin 'the journey' to living in an energy efficient home. *For more information on this, refer to the report on the quizzes that were carried as part this project. One group found that their understanding and perceptions of some issues regarding energy were not actually true.* (Quizzes Report 2013 can be found on www.lightfoot.org.uk) The barrier regarding transport is that in order to produce an accurate picture of a householder's carbon foot print 'love miles' have to be included. Light Foot has surveyed several householders whose carbon footprint is very high, but the reality is that for most of the year they live very energy efficient lives but once a year they get on a plane to visit loved ones in far flung places. Light Foot is always very clear that they would never ever recommend that people never visit loved ones. "Love miles" is a new concept, reflecting how in recent years our world has shrunk.

Producing the information required in order to calculate actual consumption is a big challenge for most householders. The push by the government for clarity on billing information is helpful, but it is still complicated in the rural area of Mid Wales where mains gas is available only in some areas of population and homes use more than electricity as an energy source, for example, wood, LPG or oil.

The last few years has seen fuel prices spike and this, combined with the recession, has caused difficulties financially and mentally for many householders. Mid Wales has a history of low income, but for many, love of the environment and their community has been enough compensation. Light Foot has sought through this project to find out exactly what the challenges and barriers are to keeping warm and well today.

The challenge in collecting the information required is the same as with the initial surveys: people are very willing to supply information, as long as it is readily available and is not complicated.

Out of just over 1000 people in Wales on the data base, 580 were contacted. They received an invitation to take part in an in-depth survey, a short survey sheet to gauge how they are managing now and their preferred ways to receive and find information and a request for contact details. It was deliberately kept short, and uncomplicated. A team of 4 volunteers was assembled to put the packs together. Local knowledge was useful because several names were withdrawn for the following reasons:-

- Explicit request asking not to be contacted further,
- Death of a partner,
- Householder was known by a volunteer to be unwell.

The volunteers felt that these householders should not be bothered unnecessarily. The coordinator supported their view and this decision was upheld by volunteers who phoned householders and found some were dealing with illness. Sympathy and good wishes were expressed and it was felt that this maintained Light Foot's goodwill in the community. Light Foot's role is not to pressurise but to provide help and support.

- Home had been sold and the new owner did not wish to participate.

The envelopes were posted first week in September 2013 over a period of a week. This was because of the logistics of actually carrying them to the post office and the post office's lack of space to accommodate them.

Replies started arriving in the second week in September 2013 and continued until mid December. Light Foot received a total of 150 replies, which is a 26% return. One volunteer (3 hours per week for 12 weeks) opened and sorted the replies into the following headings:

- Those that required an immediate reply for advice and information. The coordinator organised appropriate responses from volunteers by telephone, email, letter, invitations to attend Eco Homes events, where the appropriate experts would be gathered together, and 5 home visits.
- Those that required a non-urgent reply for advice and information. 48 (32%) of the responses required a reply. All needed individual replies due to the complexity of the inquiries.
- Those that required no reply.

The original plan was to sort the replies into those that would participate further in the project and those that declined to do so. Light Foot did not anticipate that they would receive so many requests for help and this overwhelmed the resources available. This is reflected in the length of time it took to respond to some requests. The requests' complexities were such that every request had to be dealt with individually.

Two volunteers loaded the responses in batches onto an Excel spreadsheet until December when the responses stopped arriving. This took longer than anticipated because the spreadsheet created had to be reworked because the number of responses was much higher than the 3% return expected and the information received was more complex than anticipated. Light Foot expected to receive a yes or no to further participation in the next stage of this project and the enclosed questionnaire was intended to be an initial tick box exercise.

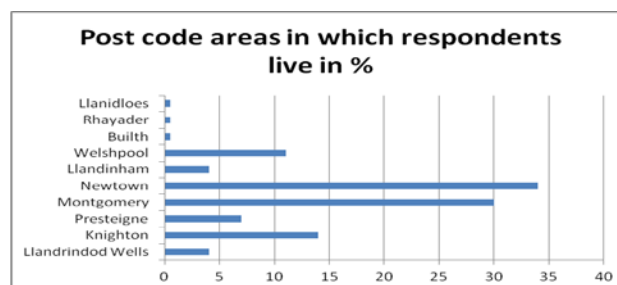
The coordinator processed the information. This took a month, because of the volume and complexity of the information that was processed, which included letters.

The results and contact details provided the basis for The In Depth Survey Report 2013 – 2014 www.lightfoot.org.uk

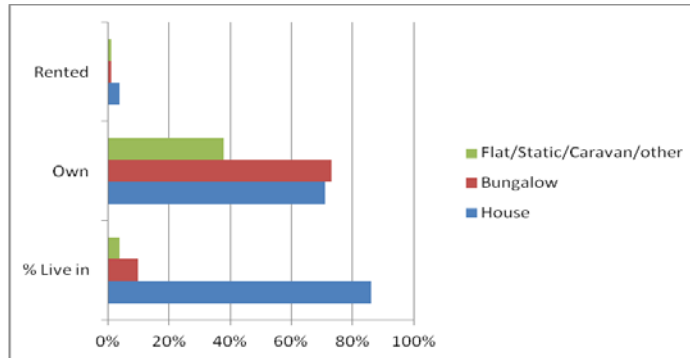
Results

Home ownership and Type

The table below indicates the distribution of responses across Powys. They also serve to illustrate where Light Foot has the strongest presence, where there is great loyalty to the charity.



The home owners who replied have been the most responsive to Light Foot's message over the years. The majority of homes were houses, rather than flats or bungalows. Houses in Powys are predominantly older, harder to heat and harder to insulate, whereas bungalows are generally of modern construction and so by default are mainly more energy efficient. Thus the house owners have engaged with Light Foot seeking expertise to address the difficulties they are experiencing heating their homes.

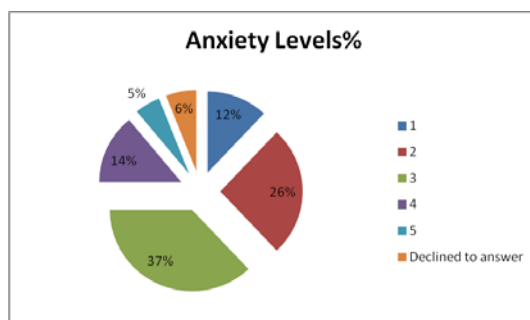


The almost complete absence of rented accommodation serves to illustrate that people in rented accommodation can make only relatively small changes to save energy in their homes. Tenants usually use behaviour change and very low cost draught proofing measures to improve their homes, but very few will introduce more significant energy saving measures unless in conjunction with the landlord. Landlords have only recently started making improvements to their accommodation in any numbers because they are now being driven by legislation.

In general social housing has probably led the way; however there are pockets such as in Welshpool where the living conditions in social housing flats over a winter can only be described as miserable. Approaching the landlord directly was discussed, but the volunteers were acutely aware that this might create a difficult situation between landlord and tenant. It was decided to encourage the tenant to approach the landlord. In one case the tenant discovered that their flat was scheduled to have a new kitchen, but there were no plans to replace the electric storage heaters which were old, in poor condition and expensive to run. The whole building could be described 'as hard to heat' and in need of internal insulation, which is expensive and disruptive to install. The tenant had only been living in the flat a few months, so the landlord had missed the opportunity to make improvements whilst it was vacant. It also came to light that some of the trustees were not aware of the condition of the flats. The tenant subsequently moved to better accommodation, but this means the cycle will be repeated with another tenant until a mechanism is created that motivates the social landlord to upgrade the fabric of this accommodation.

Anxiety Levels

Light Foot measured the recipient's anxiety level concerning their energy consumption. This was measured on a scale of 1 to 5
1 being not worried, 5 distressed.

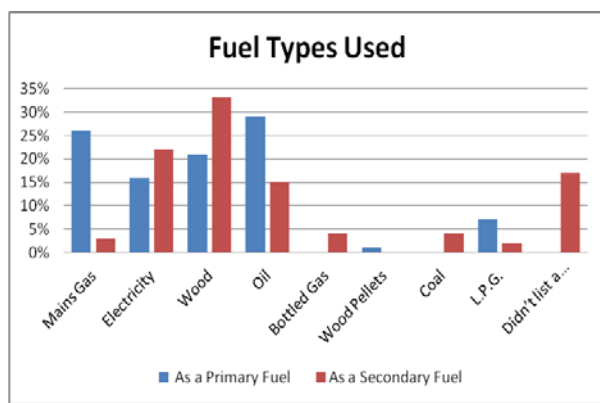


Although the numbers in the bottom end of the spectrum are not high they should be a matter of concern. 37% are "concerned" about their energy consumption. Their anxiety was further reflected by the 32% who asked Light Foot for further help on their responses. The volunteers and resources were overwhelmed responding to these requests. Some inquiries were complicated and as many as 5 skilled

volunteers have pooled their skills to answer 1 query. The time taken to respond to all inquiries was in the region of 3 months. The visits took the longest to complete, because the coordinator prevailed upon experts to visit free of charge, so they have to take place when that expert is in the area. People understand this and appreciate the volunteer's efforts.

The challenge this has posed has, however, made Light Foot stronger as an organisation. All the volunteers have bonded together to complete this task. Along the way they have made new acquaintances, rekindled old ones, and discovered hidden talents, shown great resolve, determination and a great sense of humour.

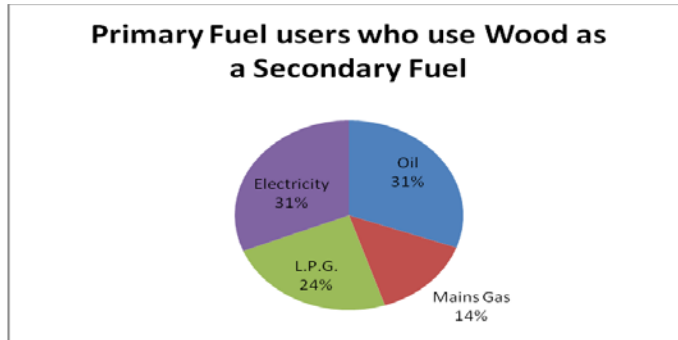
Fuel Types



Renewables were not in evidence as a fuel. The respondents rely on fossil fuels, especially oil, because Powys is a rural area. Mains gas is available in the larger towns, and then only in certain areas. Knighton is an example where 1 side of a street is connected to mains gas, but not the other. E.g. Pontfaen Close in Knighton has 5 properties, 2 of which are connected to mains gas and 3 use oil. The 3 homes using oil could be connected to the gas main which runs up the centre of the road. However on investigation one homeowner found that they could not obtain an exact figure for connection: the total distance to the gas main from the property is 50 feet but they are unwilling to go ahead because they understand this could be several thousand pounds and British Gas will not quote, neither is the cost capped. Connection to mains gas would enable them to take advantage of lower energy costs through the dual fuel tariffs offered for electricity and mains gas and a condensing gas boiler would be more efficient than oil.

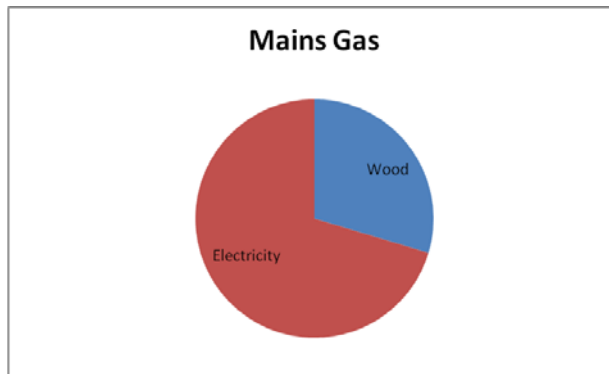
Relationship between Primary and Secondary Fuel Consumption

The table below illustrates the relationship between the primary fuels and wood when it is used as a secondary fuel. As expected wood is by far the most popular supplementary fuel to make the dominant fossil fuels go further. Fossil fuels, as well as being more expensive per unit of heat, are also bad for a home's cash flow because delivery quantities are larger and payment is usually paid due on receipt. Budget schemes and buying schemes do help, but they still can be significant costs in their own right.



Wood as a fuel has seen an increase in usage and there is an abundant supply in the area. Renewable Heat Incentives have not yet made an impact in Powys. Although the volunteers have visited people that use renewables to heat their homes, the low uptake is in line with the fact that Powys has one of the lowest incomes per head in the UK, thus making installation of this type of heating system unaffordable for many.

Mains Gas as a primary fuel and its relationship with wood and electricity as secondary fuels.



Urban homes that use mains gas as a primary fuel tend to use electricity as a secondary fuel. Wood fuel is predominantly used in rural situations. The table above illustrates the relationship between mains gas as a primary fuel to electricity and wood when used as a secondary fuel.

The respondents who use LPG as a primary fuel all use wood as a secondary fuel. LPG is rising in popularity as a primary fuel, replacing oil as a fuel when boilers need replacing, because very little needs to be actually changed to install LPG. The main drivers behind this change are :-

- A new boiler is more energy efficient, thus costs are reduced
- Not easy to steal (theft of oil is rising in rural Powys)
- Price fixing for longer terms, however price per unit can vary within a contract term
- Tank sensor systems for refilling automatically
- Emergency decanting system, if gas should run out or there are difficulties sending a tanker with a full load. Unlike oil, which requires a purpose built vehicle, decanting can be done by a car and trailer to carry the bottles. Oil deliveries in winter can take up to 14 days due to peak demand.
- Monthly DD payments tend to be lower than for oil. This system works in the same way as the DD payments for electricity.
- Gas tanks can be buried underground, so as not to spoil people's views around their properties.

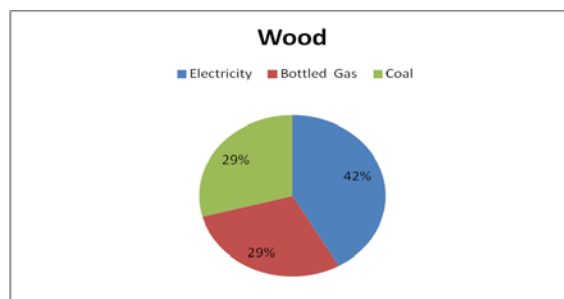
The table below illustrates the secondary fuel usage of those that use wood as a primary fuel. The high usage of coal as a secondary fuel is likely to be because many have multi fuel stoves. Using wood as a fuel is labour intensive, and requires a large storage space. Running out of wood fuel can be an issue. It is far easier to buy in coal than wood, especially from the view of cost, ease of availability and transportation.

Light Foot's Supporting Sustainable Living 2 pilot project into the efficient use of woodstoves found that many people who own wood stoves were not using them properly. The use of unseasoned wood was an issue because it does not burn efficiently, so more wood has to be burnt for the same heat output, and can cause damage to stoves and chimneys.

Ref Wood Stove Project:

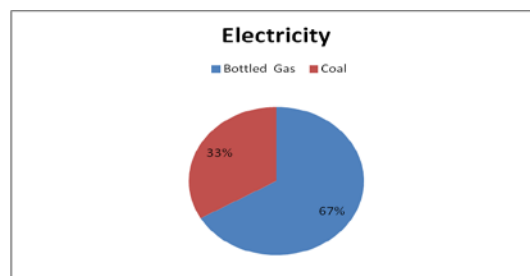
<http://www.lightfoot.org.uk/images/user/Stage%20%20Woodstoves%20Final%20Report.pdf>

The graph below illustrates the relationship between wood as a primary fuel and electricity, bottled gas and coal as secondary fuels



Those who used electricity as their primary fuel used bottled gas and coal as their secondary fuel, both of which can both be collected by a householder from a supplier.

Electricity as a primary fuel and the relationship between bottled gas and coal as secondary fuels.



This chart indicates that rather than increasing their use of electricity, the secondary fuel is being used to satisfy needs from their other senses: the ambient temperature may be high enough, but home owners may need radiant heat and the sight of a fire, as well as the feel of physical heat to actually feel warm. A hearth, whether it has a gas fire or a real fire, provides that focus in a home.

Light Foot knows from experience that being physically warm is not always enough. Other senses may also need to be satisfied before people truly feel comfortable.

- Sight: being able to see the warm glow of a fire.
- Touch: being able to feel the radiant heat



People, who are not so mobile, need to have heat concentrated on their feet, for the room to be draught free, and a higher background temperature to feel comfortably warm.

How dominant in people's thoughts is the cost of energy and what steps have they taken to reduce their energy consumption?

Light Foot respondents were asked to tick all of the following statements that applied to them to ascertain how often they thought about their energy consumption.

- When you get a bill 31%
- Just during the summer 25%
- When you need a new appliance 19%
- Once a week 16%
- Everyday 25%

Energy consumption dominates people's thoughts much more than perceived, leading to the conclusion that the consumption of energy is at least 'a concern' and sometimes a 'great anxiety'. This anxiety will be reflected in people's physical wellbeing and mental health. Light Foot then asked if people were pro active to reduce this anxiety by asking if they shopped around for the best price for fuel.

- 47% said Yes
- 47% said No
- 6% didn't give any indication

Of those that said No, a frequent comment was "never again" and that the process of shopping about for the best fuel price had been a disaster, causing great distress and no real financial gain. Although the government has implemented measures intended to make this easier, many have found this is not actually the case. This is borne out by the responses to the question below asking people if they would change energy supplier.

This indicates that the government measures have not yet gone far enough. Evidence gathered shows that although changing to a cheaper tariff helps people's income go further in the short term, its benefit is over-emphasised because as soon as the tariff increases the cycle begins again. The main thrust must continue to be the actual reduction of energy consumption.

Light Foot then asked the respondents if they had made changes to reduce their energy consumption.

- 85% answered Yes
- 9%, No
- 1%, Not Yet
- 5% did not respond

They were then asked if they could reduce their energy consumption still further.

- 92% answered Yes
- 25% No
- 1% Not Sure
- 11% did not respond

Light Foot then went on to ask respondents what they were prepared to do to reduce their energy consumption further.



- Change your energy supplier 22%
- Install draught proofing 24%
- Make changes to the way you use energy 39%
- Install or use gadgets to help you reduce your energy consumption 29%
- Invest money in improvements or upgrades 39%

Asked how they would like to access advice

- 24% Favoured visiting the Light Foot website
- 19% Events where they could visit homes that have made changes
- 9% Draught Proofing Workshops
- 7% Secondary Glazing Workshops
- 16% Other suggestions

These results indicate that many people know what needs to be done but lack skills, knowledge or, in some cases, motivation to actually do what is needed.

Conclusions

Householders need independent and comprehensive tailored advice

Differing types of buildings, householder life styles and fuel availability and cost make it difficult to choose the best energy saving measures for any given case. Householders need advice tailored to their personal needs from sources which have a detailed knowledge of the measures available, have no commercial interest in suggesting the adoption of particular solutions, and have a track record of carrying out energy surveys.

Good advice is needed partly because of the complexity of the problem but also because many households in Powys have low incomes and are in or are close to the fuel poverty category (see the Anxiety section below).

While it is outside the scope of this project, good advice is also needed for the wider objective of reducing the national carbon emission.

Financing of energy saving advice

Light Foot's experience over many years has made it clear that while some, but not all, householders are prepared to pay nominal sums for energy surveys and advice they are not willing to pay the true cost, even when the service is provided by volunteers and the only cost is that of the administration involved. Those most in need of advice are the least able to pay for a survey or fund the implementation of the recommendations.

Housing stock

Over 80% of respondents live in houses, most of which are older and inherently less energy efficient than the more recently built bungalows and flats. The construction of older houses makes it difficult to apply even basic energy saving measures such as cavity wall and loft insulation.

Respondents living in rented accommodation were generally unwilling or unable to apply other than very low cost measures without their landlords agreeing to and pay for them.



People living in the older housing stock find it much more difficult to make their homes energy efficient, and the responses received indicate that the basic measures of insulating the loft and cavity walls are not always practicable. Very few people in rented accommodation are able to install energy saving measures, because they cannot do so without the landlord agreeing to and paying for the measures.

Improving energy efficiency

Improving energy efficiency is a step-wise ongoing process which depends very much on householders' motivation. Some steps can be taken early at little or no cost but others involve considerable expense and/or disruption and may be delayed for a variety of reasons. Motivation - the wish to reduce household energy costs and or carbon emissions - may be affected by doubt as to whether the forecast benefits will actually be achieved and will outweigh the disadvantages of implementing the energy saving measures. However, the large number of responses received show that many respondents have not only already installed measures but are willing to take further steps - 39% saying they would consider behaviour change and investing in improvements or upgrades – if only they knew how to go about it! This is also indicated by 24% of respondents wanting more information on the Light Foot website and 19% the opportunity to visit events such as Eco Homes.

The higher than expected returns to this project indicate that people are making a journey towards improving their energy efficiency. Since their first engagement with Light Foot they have reduced their energy consumption, but it is an ongoing challenge and much more needs to be done.

Anxiety

Most of the respondents experienced anxiety, to some degree, at their inability to control their energy consumption and the cost, reflecting the relationship between their physical need to keep warm and their mental well-being.

The high number of respondents to this project shows that people welcome an opportunity to voice their concerns and seek help. Some had been put off seeking help by bad experiences, the main one being the process of changing energy supplier in order to secure a cheaper tariff. This may be the explanation for the fact that only 22% of respondents would try to do this, which is very low considering most people now have online access to price comparison websites.

Anxiety about the cost of energy bills is also demonstrated by the number of unsolicited requests Light Foot received from respondents, indicating that people know that there is still more they need to do to make their homes energy efficient.

This is further borne out by the fact that 39% of the respondents realise they would have to change their behaviour in order to reduce their energy consumption, and 39% also cited that they would be prepared to invest money. This indicates that there is a barrier in preventing them from investing further in energy saving measures e.g. they lack motivation, do not think that simple energy saving measures will make much difference, are reluctant to invest or uncertain which energy saving measures will benefit them the most.



Fuel cost anxiety is a particular concern in Powys because incomes are the lowest in Wales – 32% of the working population earn less than the current “living wage” of £7.65 per hour.

Fuel Choices

As mains gas is not available in Powys's extensive rural area, oil is the dominant choice as a primary fuel at 29%, with gas next at 26% (mains gas in urban areas, LPG elsewhere). This means that most people are not able to take advantage of the dual fuel benefits offered by the big 6 energy providers. Oil is expensive to buy and unlike electricity and gas usually has to be paid for in a lump sum, causing serious financial problems for households. Light Foot has found that some people are now unable to fund this purchase, causing great personal hardship and serious deterioration caused by damp and condensation to their property, as a result of inadequate or no heating. Even in towns where mains gas is available it is not connected to every property. Those that are connected benefit from :-

- Competitive pricing for purchasing gas and electricity (dual fuel tariff) from an energy supplier
- A variety of payment options
- A variety of financial solutions, if payment becomes a problem
- Regular and continuous supply
- Accessible energy advice

By the same token the above list reflects the disadvantages of any using any other fuel.

Wood is the third choice of primary fuel at 21%, some people being able to obtain all or some of the wood they require for no cost. However, the increasing demand means that the cost is increasing for those who have to buy it. There are also the following issues that have to be addressed:-

- Availability of trustworthy suppliers
- Definition of what constitutes a load
- Sustainability of supply to meet growing demand

The use of electricity as a primary fuel (16%) reflects the fact that storage heaters were very popular with builders of new builds in the 1980s. Many now need replacing. The elderly tend to stick to electricity for the following reasons:

- Readily available at the flick of switch
- Requires no effort to use
- Heat output and consumption can be regulated
- Variety of payment options



- Variety of financial solutions if difficulties arise.
- Continuous supply
- Easier to connect to than mains gas

Secondary fuel choices illustrates people's efforts:-

- To control their expenditure on fuel
- To maximise the benefits of heat given out by the fuels they do use
- To provide radiant and visible heat as well as warm ambient air

Wood usage at 33% is the most popular secondary fuel and satisfies all the above criteria. Electricity is 22% and, interestingly, oil is third with usage of 15%. This illustrates the relationship between oil as a primary fuel and the use of wood as secondary fuel to reduce expenditure on oil.

Importance of behaviour change

Improving energy efficiency requires householders to make difficult decisions, often based on rather uncertain data, which may involve capital expense, including disruptive installation, redecoration work, and changes to household routine. Except in the simplest cases, the success of the decisions householders make depends on their accepting the need for changes in their behaviour.

Recommendations for Light Foot

- 1. Light Foot should continue to pursue its aim of improving energy efficiency in domestic households by providing energy-saving advice.**
- 2. As experience shows very few people are willing to pay for such advice, Light Foot should actively seek external funding from, e.g., grants or contracts for the supply of energy-saving advice.**
- 3. Light Foot should continue to employ its proven methods of providing advice to householders (on request, Eco-Homes events, Advice Cafes, etc) and should try to find other practicable methods of doing so.**
- 4. Light Foot should lobby government bodies about the importance of supporting energy-saving measures and making it easier for households to employ such measures.**



Letter and Questionnaire



The Old Primary School
Church Lane
Bishop's Castle
Shropshire
SY9 5AE
01588 630683
20th June 2013

Dear Householder

We are contacting you, because you have had a Household Energy Survey carried out. Time has passed and we wondered:-

- How helpful you had found the advice in the survey
- How easy, or difficult you had found it, to implement the energy saving measures recommended
- And those that you haven't we would like to know why? e.g. cost, ease of implementation, other.
- Do you need or would you like more advice?

Lightfoot would really appreciate it if you could tell us how you have got on. The information you share with us will be used to help us improve how we help people save energy. This will also be an opportunity to obtain more advice, if you need it. Lightfoot is very keen to make sure the information and practical advice it offers to people is relevant. To let us know if you would like to take part, please fill in the attached form and return it in the SAE provided. If don't feel able to spare the time it would be greatly appreciated if you would just answer the quick questions on the back of the form and return it to us using the envelope provided.

All forms returned will be entered into a draw for a hamper.

At Lightfoot, we are finding that the demand for the help we offer has been increasing. It has been gradual, but is now accelerating reflecting the strain rising energy prices are putting on householder's incomes. Last winter I became increasingly aware of how many people are making the stark choice between putting the heating on and debt.

We know you all care about the people in your communities.

Help us to help others

I look forward to hearing from you soon.

Yours sincerely

Mandy

Mandy Brick Coordinator



lightfoot energy service

Please fill in the form below and return to us in the SAE. provided. On receipt someone from Lightfoot will contact you in the next month There a few quick questions on the back of this form. Your answers will be of great help to us.

The personal information you provide will be treated confidentially and not passed on to any other party without your consent.

Date

Name

Address

.....

.....

County

Postcode

Contact Number

E mail

Best time of day to be contacted AM PM Evening

Thank you for helping us. Lightfoot

P.T.O.



Survey: How you think about your Energy Consumption

Thank you for taking a few minutes to help us with our project which is being supported by Environment Wales.

1. Please tick as appropriate.

House Bungalow Flat other
Own your home Rent your home

2. Does your energy consumption worry you?

Please tick on a scale of 1 to 5 1 not worried 5 Distressed
1 2 3 4 5

3. What type of fuel do you use to heat your home? Please enter 1 for your primary fuel and 2 for your secondary fuel

Mains Gas Electricity Wood Oil LPG Bottled Gas Wood Pellets Coal

4. When do you think about your energy consumption? Please tick all that apply

When you get a bill b)Just during the winter

1. When you need a new appliance

2. Once a week 3. Everyday

5. Do you shop around for the best price for your fuel?

Yes No

6. Have you made changes to reduce your energy consumption?

Yes No

7. Do you think you could make changes that would reduce your energy consumption?

Yes No

8. If yes which of the following would you be prepared to make? Please tick all that apply

- 1. Change your energy supplier.
- 2. Install draught proofing.
- 3. Make changes to the way you use energy.
- 4. Install or use gadgets to help you reduce your energy consumption.
- 5. Invest money in improvements or upgrades.

Would you like more help and advice on how to reduce your energy consumption?

Yes No

9. If you would how would you like to access this advice? Please tick all that apply.

- 1. Website
- 2. Events where you can visit homes that have made changes
- 3. Draught proofing workshops
- 4. Secondary Glazing workshops.
- 5. Other Suggestions please