

## Delivering a Large Low Carbon Retrofit Scheme to Enable a Local Authority's Fuel Poverty Vision

### Strategy & Feasibility

egnida were engaged by a local authority to help them achieve their vision of reducing fuel poverty to regenerate a deprived area. The customers want to trial new low carbon technologies as part of their strategy in achieving this. We identified that we would need to enable the customer to overcome the barriers of having insufficient in-house expertise and budget available if we were to enable them to achieve their goals.

In order to identify the optimum strategy to address the customer's goals, we utilised our expertise to complete a comprehensive consultancy review which included in-depth feasibility and technical studies.

### Funding

As a result of our consultancy work, we identified that the best way to seek the funding required for this scheme was to progress a smart heat competition and seek Government funding under the fuel poverty agenda. We submitted innovative funding applications on behalf of the customer. Both the bids we submitted were successful, despite coming up against strong and rigorous competition. The customer hence became one of only 3 local authorities selected to deliver schemes under the Smart Heat Programme.

As well as managing and structuring these bid processes successfully, we enabled the implementation of the project by leveraging further funding through the Energy Company Obligation.

### Implementation

There was significant stakeholder engagement to carry out to successfully implement this project; signing up residents and carrying out whole house surveys. To achieve this and provide the best level of customer service possible, we set up a working base in the area for the duration of the project. Staff were on hand 5-6 days a week to manage resident liaison and signup. To ensure the safety and integrity of the scheme we also efficiently managed all aspects of participant accreditation and regulatory compliance.

### Installation & Operations

Delivering this scheme required egnida to take a whole house approach to energy efficiency. We installed solid wall insulation, new boilers and heating controls across 159 either privately owned or rented properties.

We utilised the extensive experience of egnida technical solutions to successfully install all the measures within the challenging 10 week timescale. This delivery included meeting the local job creation agencies, rapidly training and mobilising a number of candidates from the community and securing the services of local scaffolding and building firms as sub-contractors.

As part of the project, we participated in a joint "Business in the Community" Scheme. We donated our time to rejuvenate a dilapidated garden market at the heart of the community, taking a leading role in the re-development of this key communal area.

### Customer Legacy

The scheme delivered significant results. The average bill savings of £368 per annum alleviated fuel poverty for some of the poorest members of the community, while the scheme as a whole saved 3,380 tonnes of carbon. The Local Authority were delighted to have successfully delivered their vision of delivering low carbon solutions which tackled fuel poverty:

**"This, being the first ECO2 award in the country, put the council under the spotlight and therefore there was a lot of pressure placed on egnida. egnida demonstrated professionalism throughout the project, their resilience against such a tight schedule was impressive. The quality of the engagement and the service to local residents was outstanding, clearly demonstrated by the trust and support egnida managed to secure with the community. The end result is a legacy that will benefit the residents for the next 20 years or more."**

egnida are continuing to work on innovative schemes for the customer to continue to deliver on the clients vision and position them as a low carbon leader amongst local authorities. We are using our wealth of heat networks experience to work as part of a consortium on a project which has received £9.4m from the Heat Networks Delivery Unit and the European Regional Development Fund. This project is assessing the feasibility of a district heat network which uses ground water from former coal mines in the area.

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