

Dorset Energy Advice Centre Winter 2008 Newsletter



dorset **energy advice** centre

Work goes on at Dorset Energy Advice Centre

Dorset Energy Advice Centre (DEAC) has for many years been providing energy advice to all householders in Bournemouth, Dorset and Poole. This work has been part-funded by the Energy Saving Trust. DEAC are continuing to offer free impartial, independent energy advice to help fuel rich and fuel poor clients, and to manage various projects for local authorities and other partners. Our new phone number is 0800 975 0166.

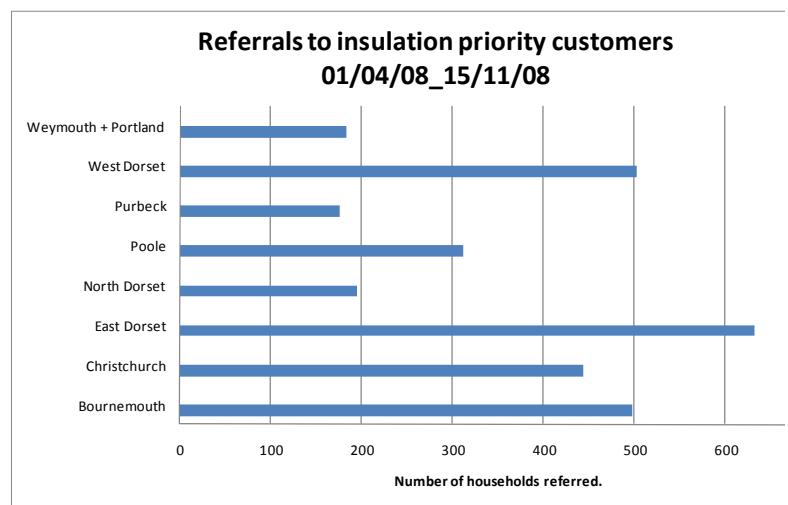
The Energy Saving Trust advice service is now provided through the South West Energy Saving Trust Advice Centre and can be reached on 0800 512012.



3000 Over 70s + Priority referrals since 1st April 2008.

This year has been extremely busy! Free insulation for over 70s, Gordon Brown making announcements about additional groups qualifying for grants, along with high levels of national advertising have got our phone ringing. In September we had over 4000 phone calls.

Since April we have referred nearly 3000 "Priority" customers and around 500 "Able to Pay" customers for insulation grants. Priority customers receive free insulation, and Able to Pay receive discounted insulation. These fully-funded grants and discounts are provided by CERT (Carbon Emissions Reduction Target) from utility companies.



Vulnerable clients referral system.

Since July we have received 129 referrals by post or fax from Wayfinders, Carers for Dorset POPP, staff at Age Concern, the Pension Service, Fire Service, and the Primary Care Trusts. The system is working well, home visiting staff and volunteers who think clients may benefit from energy advice take details of the enquiry from the client, the client signs to give consent for the referral, then our advisers call the client to see how we can help.

0800 975 0166

www.deac.co.uk

Dorset Energy Advice Centre Winter 2008 Newsletter



dorset **energy advice** centre

Dorset Climate Change Coalition—measure your footprint and win a Christmas Hamper!

Dorset Climate Change Coalition has set itself the ambitious target of getting 1000 people in Dorset to measure their carbon footprint, and reduce it by 5%. There is still time for you to take part and enter our prize draw to win a Christmas Hamper of local food. **Enter at www.dorsetclimate.org.uk**

Christchurch Community Partnership, West Dorset Partnership and Weymouth and Portland Partnership are our latest Coalition members. Available resources include:

- Dorset's climate is changing leaflet
- Carbon footprint questionnaire
- "Why act on climate change" factsheet
- Climate Change Communication Policy
- Community Carbon reduction toolkit

Emily Bullock 01202 307413 Emily@deac.co.uk www.dorsetclimate.org.uk



Tolpuddle Martyrs Museum and Almshouses go green.

Tolpuddle Martyrs Museum attracts thousands of visitors every year, and ex-farm workers and a warden live in its five almshouses.

In partnership with Warmerhome Southern Ltd, DEAC arranged for the entire building to have loft and cavity wall insulation, energy saving bulbs, power down units and reflective radiator panels installed free of charge.

Solar Hot Water heating has also been fitted to the building, this should provide around half the hot water needs of the buildings. Jim Shearman of Bridport, installed the system which was part funded by Phase 2 of the Low Carbon Buildings Program.

Jan Pickering who manages the buildings said "We are very happy with what's been done, the buildings already feel warmer and the installed bulbs should soon cut our electricity bills."

Nigel Costley of the TUC who own the buildings, said, "thanks for your support, we are always looking to do our bit for the environment and to demonstrate what can be done."



Assessing needs for Bournemouth's Park Homes

Bournemouth Affordable Warmth Partnership has commissioned DEAC to undertake a door to door survey of the 80 properties in one of many park home estates in the Borough. The survey will identify excess cold, fire risk, and under-claiming of benefits in order to signpost people to the correct agencies, as well as providing a detailed survey of the energy efficiency and heating systems to feed into a strategic approach for improving these "hard to treat" properties.

0800 975 0166

www.deac.co.uk

Dorset Energy Advice Centre Winter 2008 Newsletter



dorset **energy advice** centre

Bournemouth Landlord Project

This project has now provided cavity and loft insulation to 6,500 dwellings as well as energy saving light-bulbs, powerdown units, hot water tank jackets and energy advice to tenants. The project is free of charge to the landlord, and has been funded by 90% CERT funding with 10% from Bournemouth Borough Council.

Its well-known that the private rented sector is one of those with the highest rates of fuel poverty, these properties are now effectively fuel-poverty proofed. Peter Bywater the Project Manager says, "the continued success of this project has been astounding, landlords are now more conscious of energy efficiency due to the introduction of Energy Performance Certificates. We have seen a huge uptake of measures with over 2500 dwellings insulated since May 2008."

News of the success of this project is spreading and DEAC are now working with Southampton City Council to roll out a similar project early next year, and are in conversation with various other authorities.

Contact: Peter Bywater peter@deac.co.uk 01202 307416

Energy Performance Certificates for landlords.

DEAC are able to provide Energy Performance Certificates for landlords. We are working with four letting agents and also have many landlords contacting us about this service. Our prices range from £74 - £89 (inc VAT) with discounts for volume orders and members of the National Landlords Association.

The service includes free energy saving light bulbs and hot water tank jackets, and we have also secured specially discounted insulation rates for landlords across Dorset. We can advise landlords on related issues such as condensation and solid wall insulation. See our new grants and schemes overleaf.

Contact Peter Bywater – peter@deac.co.uk (01202) 307416

Grade	Energy Efficiency Score
A	92-100
B	81-91
C	69-80
D	55-68
E	39-54
F	21-38
G	1-20

New grants and assistance to help Landlords in Dorset

In response to interest from Landlords, DEAC have secured discounted insulation rates to assist landlords to improve the efficiency of their properties before carrying out their Energy Performance Certificates.

Dorset Landlords Insulation Discounts - our own scheme for cavity wall insulation £149 - £279 and loft insulation £139 - £319 based on average sized properties.

Cleaner Fuels Cash Back Grant – for landlords who change their heating system from coal or electric to gas or oil systems from £150 to £500 depending on property size.

0800 975 0166

www.deac.co.uk

Dorset Energy Advice Centre Winter 2008 Newsletter



dorset **energy advice** centre

Boiler Discount – DEAC are working with Aquacare to offer all landlords £50 off the cost of having a boiler fitted or replaced by Aquacare, and £250 if they are an existing Aquacare customer.
Thermostatic Radiator Valves – working with Aquacare again to offer reduced rate TRVs.
Ark Lighting – have a wide range of energy efficient light bulbs and are offering a 10% discount to Dorset Landlords at present. See article below.

Our landlord factsheets are at <http://www.deac.co.uk/resources-from-deac/for-landlords.asp>

Spotlight on...Landlords

Welcome to our regular section about low energy lighting: 'Spotlight on...', where we bring you articles, information and tips about energy efficient lighting.

We want to start by calling all landlords! Building on the popular success of DEAC's Landlord project, we are pleased to announce an exclusive scheme from Ark Energy Efficiency's lighting division. Ark Lighting, through DEAC, offers discounted lamps and fittings, advice and guidance to landlords with prices starting from 39p. Ark Lighting will help you to find the best lighting solutions for your properties.

So if you want to save energy and reduce the instances of lamp failure talk to Ark quoting 'DEAC Landlord's Project' and see how they can help you.

Contact: Ross Courtney 01202 237700 sales@arklighting.co.uk

Staff News

We've had a few changes since our last newsletter, Donna has left us, Ross has left to set up his lighting business, Ark Lighting. We've been joined by Austin Shepherd, Sue Hewitt, and Martin Samuels. To contact us:

Phil Neale	Centre Manager / Director	01202 307411	phil@deac.co.uk
Gill Birkett	Office Manager / Director	01202 307412	gill@deac.co.uk
Peter Bywater	Project Manager	01202 307416	peter@deac.co.uk
Emily Bullock	Project Manager	01202 307413	emily@deac.co.uk
Sue Hewitt	Energy Advisor	01202 307418	sue@deac.co.uk
Austin Shepherd	Energy Advisor	01202 307415	austin@deac.co.uk
Martin Samuels	Energy Advisor	01202 307417	martin@deac.co.uk

0800 975 0166

www.deac.co.uk