



Yorkshire Energy Services

Stakeholder Newsletter

April 2010

New Growth

Yorkshire Energy Services continues to grow and make a positive impact across the industry. Having successfully completed the Wakefield Low Carbon Communities scheme, the company has just been confirmed as one of the key partners for delivery of the Community Energy Saving Programme (CESP) across our region. This is an exciting time for everyone involved, with a lot of hard work ahead of us. The new CESP project will be challenging, working in partnership with many local authorities and agencies, engaging whole communities to deliver anti fuel poverty measures. I am confident that with our expertise in area based schemes, we will again set the UK standard for work in this field. CESP is the start of an exciting journey and, once successfully delivered, will become another major milestone in our company's development.

Bill Edrich - Chief Executive



Inside this issue:

- New Growth
- The Big Energy Upgrade
- Right Renewable Knees-up!
- Advice On The Doorstep
- Assessors In A Zone Of Their Own
- The Story So Far

The Big Energy Upgrade

Yorkshire Energy Services are supporting a consortium of partners in the region to deliver a new Community Energy Saving Programme (CESP) across Humberside, South and West Yorkshire and North and North East Lincolnshire. Branded 'The Big Energy Upgrade,' the project offers selected communities free or discounted services to improve the energy efficiency of domestic properties.



Up to £23 million CESP funding from two leading utility companies has been invested in the scheme, to implement conservation measures in hard to treat properties in areas of high deprivation and fuel poverty. Working closely with 8 local authorities, social housing providers and the Energy Saving Trust advice centre, the project's main objective is to improve the energy efficiency of homes that are unsuitable for more traditional energy saving measures, whilst helping vulnerable householders take steps towards an affordable, low carbon life-style.

Similar to Yorkshire Energy Service's previous area-based activities, doorstep advisors will play a key role in the delivery of the scheme. Residents are offered an extensive home energy advice package, assessing individual household needs, identifying the most appropriate measures needed and providing home energy reports. Unlike other schemes, the Big Energy Upgrade also provides home energy advice along with a vast range of conservation products and services.

The measures involved in the project include:

- cavity wall insulation
- connection to a district heating scheme
- district heating meter for individual house billing
- draught proofing
- external solid wall insulation
- flat roof insulation
- fuel switching
- glazing
- heating controls for a new heating system
- heat pump
- internal solid wall insulation
- loft insulation / top up
- microgeneration measures
- replacement A rated boiler
- under-floor insulation
- upgrade of a district heating system

The Big Energy Upgrade is scheduled to go live from April 2010 with on the ground delivery starting in May. Plans for initial assessments, marketing materials and a launch event are already at an advanced stage. A team of energy advisors including some from the Energy Saving Trust advice centre will be contacting householders over the door step, assessing their properties and providing free home energy efficiency advice. The project aims to not only install carbon reducing measures, but to educate householders on the importance of domestic energy efficiency. Home assessments will be carried out in depth, promoting realistic life style changes that will encourage residents to cut carbon and save money.



.../continued on page 2



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Project Update:

Established in August 2008 the Kirklees RE-Charge scheme has gone from strength to strength. Managed by Yorkshire Energy Services, Kirklees Council invested £3 Million in the award winning project, offering home owners an interest free loan to invest in a wide range of renewable technologies. To date 860 people have registered on the scheme. 59 Solar PV installations have been completed with hundreds more scheduled for the new financial year. With over a fifth of the budget spent, a total of £677,000 has been invested into low carbon technology. Kirklees Council's continued commitment to green energy has been influential and helped raise community awareness on microgeneration products within the Kirklees district.



The Big Energy Upgrade continued...

Over the next 2 years The Big Energy Upgrade will be active in the following areas:

- Kirklees
- Wakefield
- Doncaster
- Hull
- Barnsley
- Leeds
- North Lincolnshire
- North East Lincolnshire

This ambitious scheme provides Yorkshire Energy Services the opportunity to work creatively with local government and partner services across the entire region. The success of the scheme is important for the company's commercial development and will help raise brand recognition for the Yorkshire Energy Services enterprise.



Right Renewable Knees-up!

Renewable Energy has long been a topic for heated discussion; even more so recently with the introduction of the Government's Clean Energy Cashback (feed in tariff) scheme. Closer to home, the Yorkshire and the Humber Microgeneration Partnership hosted their first annual conference in February at the Royal York Hotel in York, to take advantage of the Government's new

Services. The partnership's key objective is to encourage the expansion of renewable technologies at a local, regional and national level. The Partnership has now grown to around 25 organisations, employing over 300 staff, representing installers, manufacturers and others involved in the Microgeneration industry across the region.



Rt Hon Rosie Winterton MP

initiative and promote renewable energy in the region. The Conference was a great success and was attended by over 200 people. Speakers included the Rt Hon Rosie Winterton MP, Minister for Yorkshire and the Humber as well as other key figures from across the region's microgeneration industry to discuss new products, schemes and related issues surrounding low carbon technology.

The Yorkshire and the Humber Microgeneration Partnership was established in February 2009 by the Energy Saving Trust advice centre for South and West Yorkshire; a contract managed by Yorkshire Energy

Rt Hon Rosie Winterton MP, Minister for Yorkshire and the Humber said, *'I believe that this event demonstrates the region's commitment to Microgeneration development, and is a real opportunity to explore the opportunities and challenges that the move towards a low carbon economy presents. Yorkshire and the Humber is well placed to play a full role in a low carbon economy. We have a proud history of energy production. Thanks to our geology, geography and a skilled and motivated workforce, we can continue this tradition. We have been given a UK target of 15% of energy from renewables by 2020. Clearly, Microgeneration is key in achieving this target.'*

The Conference was followed by an evening dinner and awards ceremony hosted by BBC Look North Weatherman and Climate Change correspondent, Paul Hudson. Eight awards were presented and winners included the Yorkshire Dales National Park Authority, who won 'Best Public Building' for their Grassington Office's 85kw Biomass woodchip boiler, and Kirklees Council who won 'Best Policy Tool' for their RE-Charge scheme.

Many found the event motivating and an ideal opportunity to witness firsthand the influential work happening across the sector. The event gave the Partnership a big boost and there are already plans to build on this, including a new website and a future conference in 2011.



Conference delegates enjoyed the stimulating speakers

Advice On The Doorstep

Yorkshire Energy Services and The Energy Saving Trust advice centre (ESTac) for South and West Yorkshire have teamed up with Kirklees Council to coordinate a brand new area based initiative in the Hillhouse area of Huddersfield. Funded by the Department of Energy and Climate Change (DECC) The Low Carbon Communities Challenge is a scheme offering 12 vulnerable UK neighbourhoods a budget of up to £500,000 to raise community awareness and invest in energy conservation measures for harder to treat homes and community buildings. The ESTac is currently working with Kirklees community support teams to identify domestic and community properties suitable for household insulation, efficient heating systems and microgeneration.



Hillhouse was identified by Kirklees Council as a key area, as it ranked within the top 10% of deprived wards in the UK. A recent study was carried out by The Department for Communities and Local Government that identified 13.5% of residents suffered from severe health problems with the main concentration being in the Hillhouse area. Data extracted from Kirklees Warm Zone indicated that many homes were unsuitable for cavity wall insulation and would need further attention to improve home efficiency ratings.

- Between Feb 15th and March 12th The ESTac outreach team assessed 711 properties in Hillhouse and completed 306 home energy reports.
- 30 to 40 domestic properties were targeted for the retrofitting of PV panels, attic insulation and external wall cladding.
- 3 community buildings were selected to install proper energy management systems to reduce heating costs of up to 20-25%. The Chinese, Muslim and Hudawi Centres will have Solar PV panels installed to raise community awareness.
- Door knocking in the area generated 14 referrals for central heating and boiler replacement measures and registered a further 34 people for free home insulation on the Kirklees Warm Zone scheme.

ESTac Outreach coordinator Mahboob Khushi feels that the door step approach is now the way forward. *'Our experience of projects like Crofton (Wakefield area based approach) Penistone and Kirklees Warm Zone have allowed us to find out what works and what doesn't. The advantage of the door step approach allows us to discuss the energy needs of customers whilst in the comfort of their homes. We can help advise ways to reduce their consumption, look at their lifestyle and transport needs and suggest alternative ways that would help reduce their CO₂ emissions. We also can look to the future by helping them decide if renewable technology is suited to them and their property. I feel this form of outreach work is more effective and in the long run will benefit thousands more people across the region!'*

Similar activities are being coordinated in partnership with other local authorities and the team are already preparing for a new project in Leeds. With area based approaches recognised as the way forward by the Energy Saving Trust nationally, 2010 will prove to be a very eventful year for the ESTac outreach team.

Assessors In A Zone Of Their Own

As the free home insulation scheme Kirklees Warm Zone nears the finish line, door step assessors are being commended for their efforts as they smash the 80% assessment target. The 3 year scheme managed by Yorkshire Energy Services is scheduled to end on the 30th June offering every suitable property in Kirklees free cavity wall and loft insulation. To date over 127,513 completed assessments have been successfully scanned and processed.

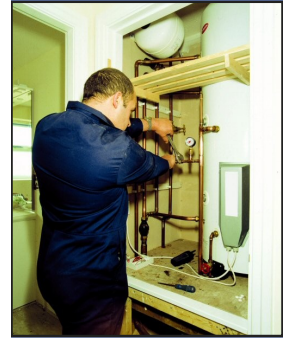


Project manager Adele Wheeler is delighted with the team's progress. *'Kirklees Warm Zone is Yorkshire Energy Services greatest achievement. The results speak for themselves and I want to thank everyone involved for all their continued hard work and commitment to the delivery of this unique scheme.'*

For more information on Kirklees Warm Zone visit www.kirklees.gov.uk/warmzone

Project Update:

Since the Government implemented its Boiler Scrappage scheme, the Energy Saving Trust advice centre for South and West Yorkshire has been busier than ever. Between January and March 2010, over 3,900 calls were recorded and advisors have been helping householders identify whether their old boiler qualifies for the scheme and, if so, how to obtain their £400 Boiler Scrappage Voucher.



The South and West Yorkshire centre took the first call in the country and since then the enquiries have been endless. Customer Contact Centre manager John Belcher reports *'The Boiler Scrappage scheme has ignited the public's interest and confirms our opinion that if there is "an offer" the public will respond and take action. The scheme has encouraged thousands of people to call the Energy Saving Trust advice centre and by establishing a good relationship with our callers we hope to extend this customer journey and encourage people to take further steps to save energy in the home.'*

The Boiler Scrappage scheme works on a first come first served basis and the initial 125,000 vouchers have nearly all been allocated, EST are talking to DECC regarding a possible extension of the scheme. For more information contact the Energy Saving Trust on 0800 512 012.

Project Update:

In March 2010 Yorkshire Energy Services and Wakefield District Council completed the final leg of the free home insulation project - Wakefield Low Carbon Communities. Over 8000 Householders across the Hemsworth and Wakefield East wards were contacted and registered for the free service. With installations still underway, 327 properties have had cavities insulated and a further 696 homes received lofts insulation measures. Due to the success of the project, Wakefield District Council are currently in discussions to extend the service in to new areas.



The Story So Far

The Energy Saving Trust advice centre for South and West Yorkshire has fast become one of Yorkshire Energy Services finest assets. 11,257 referrals were made to partner schemes between Jan 2009 and Dec 2009 across the 9 local authorities in the region. Through national brand recognition and area based projects, thousands of householders across Yorkshire have put their confidence in the Energy Saving Trust. The South and West Yorkshire centre is currently ranked 3rd out of 21 in the UK for its efficient use of customer communications and energy advice.

The chart illustrates the first significant milestone in the existence of the advice centre. It is clear to see that the correlation between local authorities and the EST is producing rapid results, not only referring local residents to schemes but taking customers on a life changing journey demonstrating the importance of energy conservation.

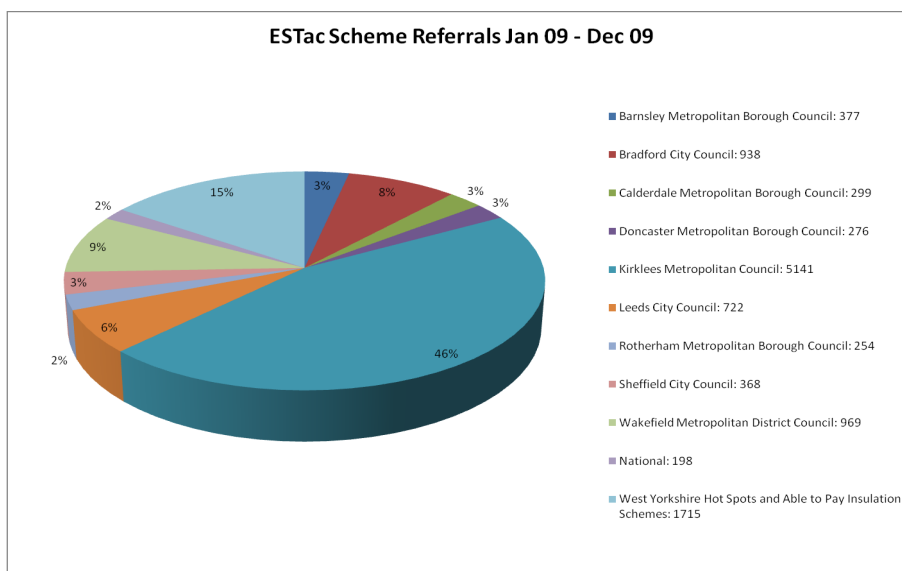
Success Stories

- 179 people were referred to Barnsley Council's Save n Warm Priority Insulation Scheme, offering free cavity

wall and loft insulation to mature or vulnerable householders.

- The West Yorkshire Housing Partnership Heating scheme received 180 referrals for boiler upgrades and central heating installation across Wakefield, Bradford, Leeds, Calderdale and Kirklees.
- Sheffield City Council's Free insulation scheme received 121 referrals.
- In Kirklees a staggering 4,806 people were referred to the award winning Warm Zone project and 215 people were referred to the Kirklees RE-Charge scheme offering householders an interest free loan towards Microgeneration.
- 198 people were referred to the Government's Warm Front initiative across South and West Yorkshire.
- During 2009 outreach initiatives in Penistone and Crofton, Wakefield generated 780 referrals and saved an estimate of 14,340 tonnes of CO₂ across the two areas.

For more information on the Energy Saving Trust advice centre for South and West Yorkshire contact **0800 512 012** or visit www.energysavingtrust.org.uk



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