

ECO obligated suppliers - part of the solution

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The E.ON logo, consisting of the lowercase letters "e.on" in white, italicized font, set against a red rectangular background.

What are we doing to reduce fuel poverty

- Community support
- On-line energy saving tool kits
- Free insulation and boiler replacements
- Smart Meter roll out
- Key partnerships

Community Engagement

We want to make a difference in our community.

Working with charity partners, local groups, schools and councils, we try very hard to help people who really need support to control their energy use - not in a gimmicky way, but in ways that they actually want to be helped.

In recent years, we've worked with charities like Age UK to make sure we do things that are genuinely useful.

We want to be realistic too. So, rather than spreading ourselves too thinly, we've chosen to work in some of the UK's most deprived areas and we have a dedicated Community Relations team working locally to listen and understand before working with communities to find solutions.



What kind of things do we do?

In a nutshell, we ask people who are already working closely with a community: how can we help those who really need help with their energy? With our energy know-how and resources, there are three;

fuel poverty and how to reduce it

improving energy awareness, education and skills for people of all ages

funding for local community energy projects



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On-Line energy saving tool kit

Helping low income households heat their homes for less

4 simple steps with our on-line service

Step 1, Application; a simple application form to be completed on-line

Step 2, Home visit; If you eligible we will arrange for a free home visit to establish how much energy you are using and how you could reduce your use, we will inform you if you can have these measures free of charge or chargeable

Step 3, Advise; what measures will be required to reduce your energy use

Step 4, Work; qualified installers will carry out the works required

What is ECO

The Energy Companies Obligation (ECO) is an energy efficiency programme that was introduced into Great Britain at the beginning of 2013. It replaces two previous schemes, the Carbon Emissions Reduction Target (CERT) and the Community Energy Saving Programme (CESP).

ECO places legal obligations on the larger energy suppliers to deliver energy efficiency measures to domestic energy users. It operates alongside the [Green Deal](#) which is designed to help people make energy efficiency improvements to buildings by allowing them to pay the costs through their energy bills rather than upfront.

Energy Company Obligation (ECO) funding streams

- **Carbon Emissions Reduction Obligation (CERO)**

Under the Carbon Emissions Reduction Obligation, energy companies must concentrate efforts on hard-to-treat homes and measures that cannot be fully funded through the Green Deal. Solid wall insulation and hard-to-treat cavity wall insulation are the primary areas for focus under this target. Other insulation measures and connections to district heating systems are also eligible if they are promoted as part of a package that includes solid wall insulation or hard-to-treat cavity wall insulation.

Community Obligation (CSCO – Rural CSCO)

Under the Carbon Saving Community Obligation, energy companies must focus on the provision of insulation measures and connections to domestic district heating systems supplying areas of low income. This target has a sub-target, which states that at least 15 per cent of each supplier's Carbon Saving Community Obligation must be achieved by promoting measures to low income and vulnerable households living in rural areas

Energy Company Obligation (ECO) funding streams

Home Heating Cost Reduction Obligation (HHCRO)

Under the Home Heating Cost Reduction Obligation, energy suppliers are required to provide measures which improve the ability of low income and vulnerable households (the 'Affordable Warmth Group') to heat their homes. This includes actions that result in heating savings, such as the replacement or repair of a boiler for example.



So what can we do with the funding?


- We can support local authorities to deliver low cost energy saving measures to their private home owner residents, working with local contractors and supply chain to insulate and improve their efficiency as well as boosting the local economy
- We can support social landlords with their insulation projects, bringing additional funding to support their project, ensuring high return on their investment into their housing stock whilst benefiting the tenant with an energy efficient home, helping them to reduce their fuel bills
- Working with key local authority partners to deliver their message; helping low income families to reduce their fuel bills



Example campaign

Working with 9 local authorities delivering insulation measures to low income and able to pay residents across Devon.

Improving peoples lives by insulating their homes helping them to reduce their energy cost



The poster features a central white rectangular area with a decorative border of colorful illustrations including houses, trees, a tractor, a bus, and people. At the top, the text 'Cosy Devon hug your home' is written in orange. The main message 'Helping you Save energy and money' is written in a large, yellow, hand-drawn font. Below this, an orange banner contains the text 'Free energy saving stuff up for grabs!'. Underneath the banner, it says 'Book your FREE* home assessment today!' and 'Call 08000 511548 cosydevon.co.uk'. At the bottom, there are logos for 'e-on', 'TORBAY', and 'Devon County Council'. A small disclaimer '*subject to qualifying criteria' is located below the phone number.

Cosy Devon
hug your home

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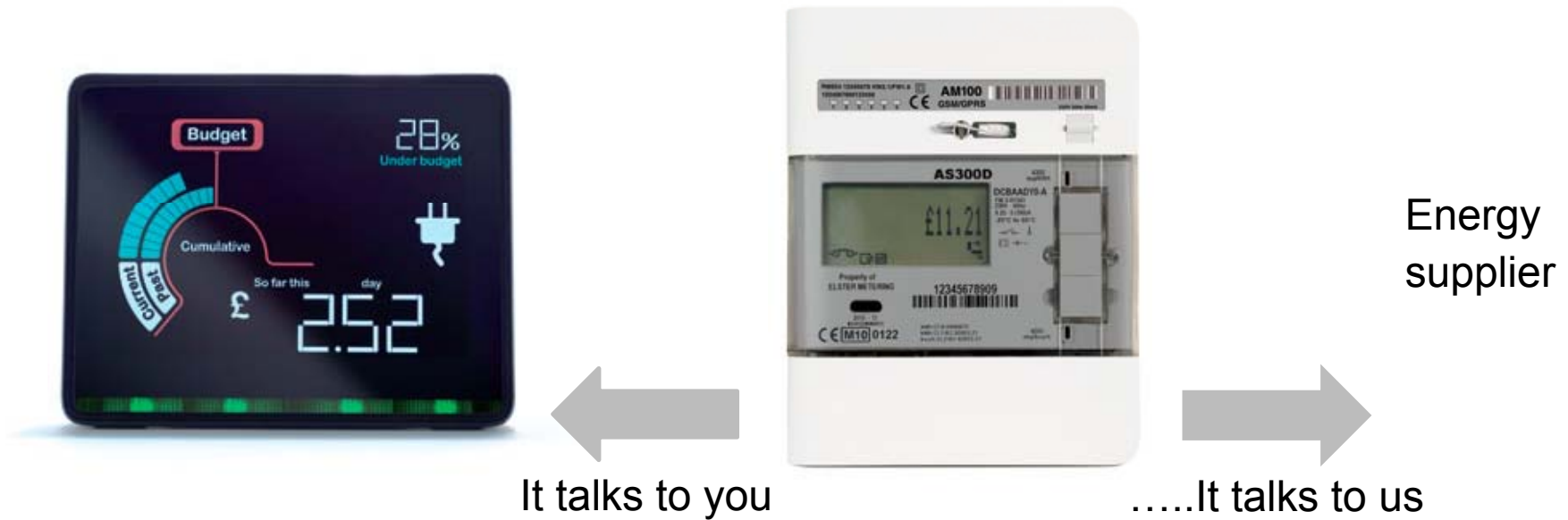
*subject to qualifying criteria

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County Council

e-on

Smart meters how can they help?

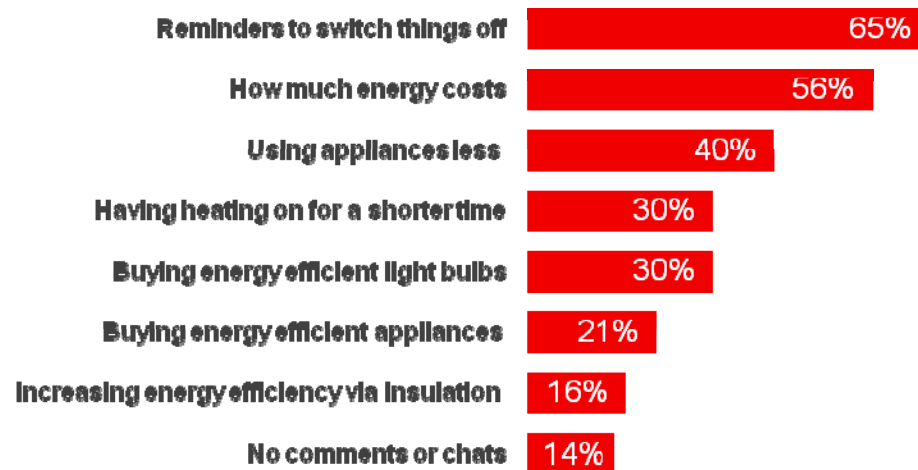
With smart meters, our energy's easier to understand now we can see what we're using.



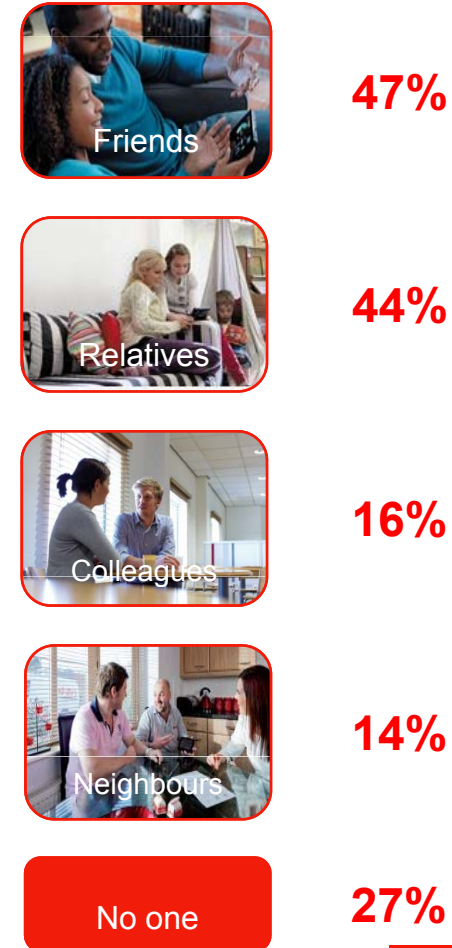
Having a smart meter prompts word of mouth among friends and relatives, and impacts whole household behaviour



It has also prompted conversations at home:



Who have you told?



Working in partnership

- Community groups
 - Social enterprises
 - Charities
 - Community service organisations
 - The health sector
 - Education
 - Utilities
 - Local businesses
 - LEP development funding
 - Social and private landlords
 - Local and Central Government
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- All of us have an important part to play in delivering energy efficiency to reduce the pressures of fuel poverty;
 - What can you do?