

GAIN CONFERENCE 2011

10th November



PV INSTALLATION & BEHAVIOUR CHANGE – A PILOT SCHEME

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Company Overview



- Aspire Housing LSVT Organisation
- Part of the Aspire Group
- 8500 homes, based in North Staffordshire
- £120 million investment programme to date since February 2000
- £42 million investment commitment for the next 5 years
- 140 new build programme underway plus 175 in the pipeline



Group Structure



Considerations

- Kick start project
- Soft market testing
- Local competition
- Competitive submission to local council for £100k support funding



Scheme selection process



- Off gas
- Fuel poverty
- Air source heat pumps
- Quick win
- Maximising benefits for customers
- Vandalism risk
- Roof structure
- Easy to manage

Selection Process



- Kent Grove sheltered scheme selected – 29 bungalows
- Communal lounge,
- Vulnerable customer group,
- Off gas, electric storage heaters
- Good orientation.
- Customer engagement
- Onsite Scheme Manager



What was delivered



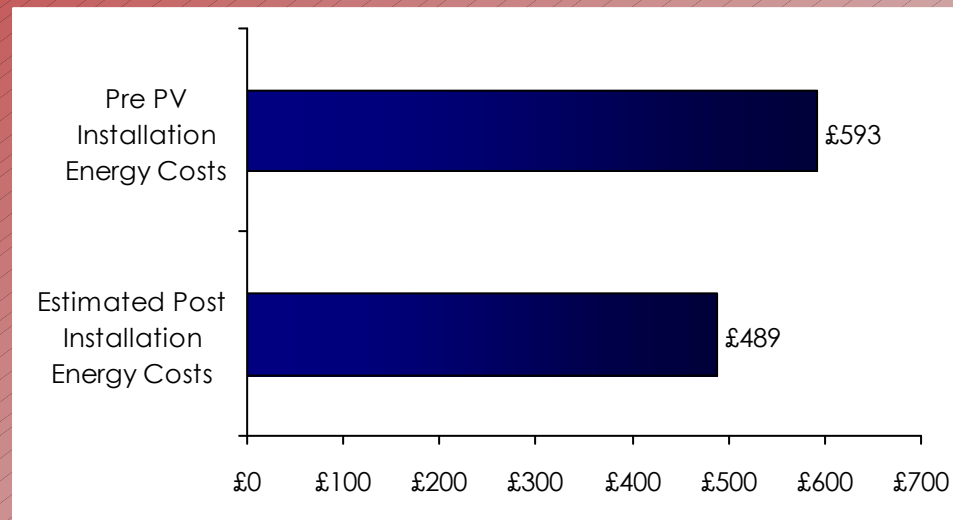
- Customer engagement
- Benefits
- Best use
- Money saving advice
- Fuel switching
- 1.9kwh system to residential properties
- 3.8kwh system to communal building
- Smart metering
- Pilot Scheme

What was delivered



- Total cost of pilot scheme installation £195,000
- Anticipated FIT income is £20,407 per year (£9,600 to local council)
- Anticipated customer benefit of £106 per year in reduced electricity bills
- Behaviour change programme
- Fuel switch opportunity
- Comparing customer benefits of this scheme to two other 'control' areas – monitoring electricity usage.

Energy Saving



Average generation since end of February to end of October is 1,500kWh.
If resident used all generated electricity this equates to £180 per property.

Customer Benefits



Anecdotal Evidence

- Mr & Mrs Cadagan of Kent Grove reported “we are now paying £20 less per month than 6 months ago”.
- Mrs Ann Dunn 23 Kent Grove received £59 back it is the first time she has ever had any money back since moving in October 2007.
- Mrs Joan Coltman of 18 Kent Grove - “the energy company have asked for meter readings 3 times as my daughter does this for me online and the meter also goes backwards”

Lessons Learnt

- Rationale,
- Customer engagement,
- Behavioural change,
- FIT's registration
- Smart metering
- Future maintenance
- Financial modelling



Way Forward



- Environmental Sustainability Strategy
- 350 self financing systems for delivery this year. (Now on Hold!)
- Employment and skills opportunities
- Stock report – identification of properties with max output / orientation / shading issues etc (breakdown 4772 high/medium outputs)
- Alignment to re-roofing programme – cost benefits / community impact / customer choice
- Close customer engagement & liaison





QUESTIONS