

Who are we.....

Action Surrey is managing agent and impartial energy advice service, which works in partnership with Surrey's local authorities, and Surrey County Council, to assist residents in:

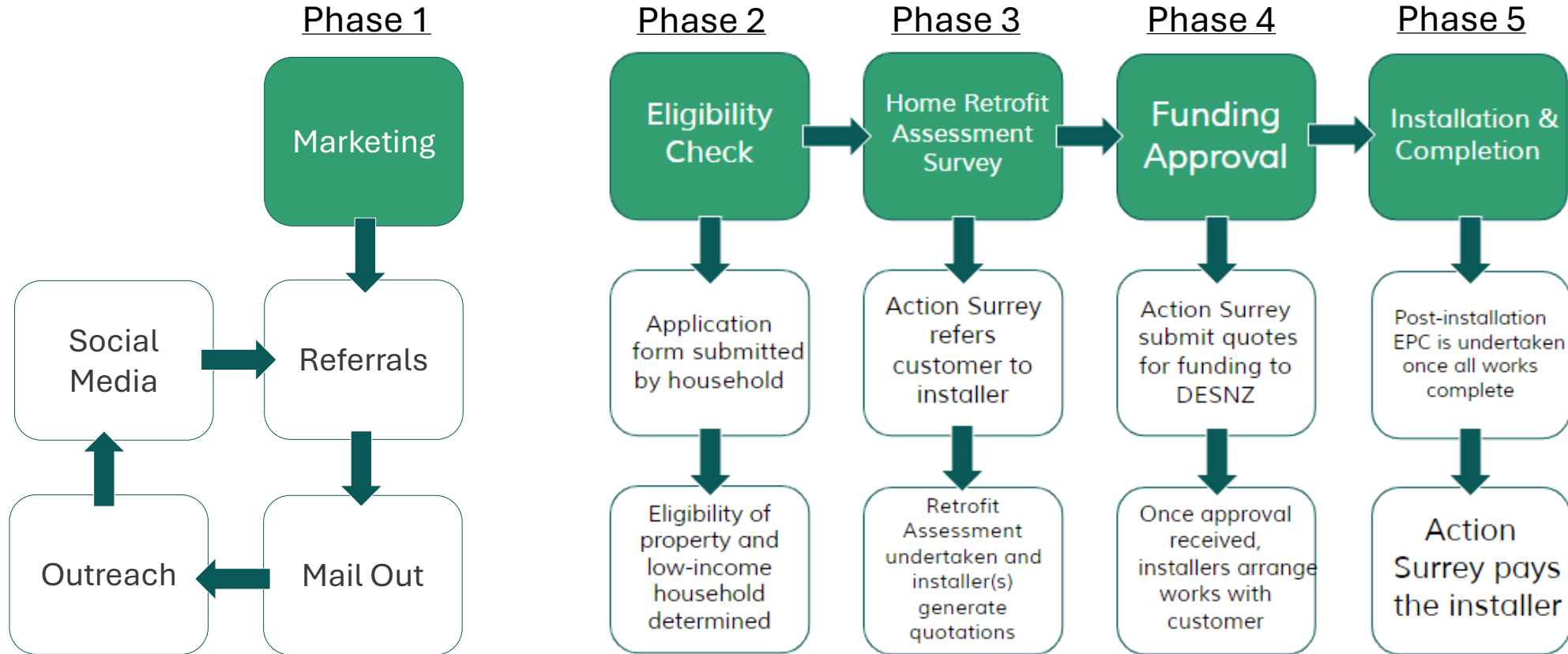
- ✓ Accessing Grant Funds
- ✓ Improving the energy efficiency of their homes
- ✓ Lower their energy bills
- ✓ Reduce domestic environmental impact and carbon emissions



We also....

- ✓ Support local Community Groups
- ✓ Deliver Pop up events for residents in key areas across Surrey
- ✓ Assist with Community Outreach at fairs and events
- ✓ Advisory group on retrofit and energy schemes for the D&B's and Community Groups.
- ✓ Deliver and Manage smaller Projects for D&B's
- ✓ Champion shared learning and lobby for change through key groups such as:
 - Association for Decentralized Energy (ADE)
 - The National Retrofit Hub working groups

Customer Journey.....



Eligible Measures...all under PAS 2035

Grade A

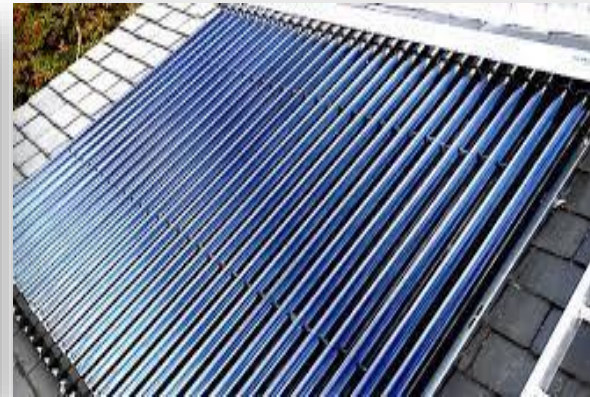
- Loft Insulation
- Cavity Wall Insulation
- Internal Wall Insulation
- External Wall Insulation
- Solar PV
- Air Source Heat Pump
- Park Home Insulation

Grade B

- Underfloor Heating
- Windows but only a B grade if doing with EWI
- Storage Heaters
- Low Energy Lighting

Grade C

- Solar Thermal
- Windows and Doors



Challenges on Energy Retrofit Schemes

Marketing – Data lacking, Auto-eligible discrepancies, not a one size fits all, costly, target audience (off-gas!)

Trust – Residents are distrustful that they are getting something for free, lots going on in the market, cold calling, letters etc.

Definitions - Various stages of 'completion' makes reporting challenging – ie, treated, completed, fully complete

DESNZ Scheme Policies- Designed in a way that makes it difficult to deliver. Like HUG2.

Permissions – Managing Agent permissions and admin charges

Ventilation – The need to follow PAS 2035 forces ventilation to be assessed, not always wanted by residents.

Pick and choose approach – Residents can refuse certain measures in favor of the ones they want, doesn't support the PAS approach but you can not force residents either.

Complaints – Issues with Installs, poor workmanship

Historic installs – No pot of cash from grants closed to cover retrospective complaints

Challenges on Energy Retrofit Schemes

Communication- A complex system between Managing agent, Surveys, Installers, subcontractors that residents find confusing.

Documentation- A vast amount of surveys and retrofit documents that resident is not aware.

Installer Coordination Process - Can only get paid once Trustmark is issued , normally this will depend on one installer doing the whole coordination process. Delays payments.

Coordination of the works- Depending on one installer mainly.

Retrofit Process is Complex - Works need to be coordinated by a center point installers doing retrofit assessments and coordination. All others will focus on there own particular measure. Creates communication issues and conflict of interests.

Anthony and Michele from Mole Valley!

"The company that installed all the electrical requirements and Dimplex storage heaters, we feel could be highly recommended. The team were polite, respectful, and arrived early"



"We appreciate and thank you at Action Surrey for helping to keep up warm this winter"

Anthony and Michele's EPC went from a 56 to a 62, making a good saving on CO2 and keeping their flat warmer considering this property was built in 1830, grade II listed, and the space was small.

Clive from Runnymede ! Was very happy to get his Park Home Insulation finally done...



These are some of the comments received by our residents :

“ The insulation has made a surprising difference to the warmth of the house “

“ I would recommend you, we are very grateful that this is available for homeowners, The insulation has made a huge difference, the whole house feels warmer within a couple of days from installation “

“ I would like to thank all the companies involved in my installation, I am very grateful to have been eligible for the grant “

Robert From Runnymede ! who installed ASHP, Loft and PV

“ Every body involved in the surveys and installations were excellent. I've been wanting to go green for a while, held back by cost, but this grant made it possible “



Robert's EPC went up from a low E to a high C , which is the purpose of the Home Upgrade Grant.

Celia from Tandridge who did Loft and PV !

“ Regarding Solar Panels, the service was excellent, with electrician being very professional and helpful and good co-ordination between the team and their HO administration, meaning everything happened when and how I was told - so I would have put 9 or 10 for that ”

“ I am so happy as the works may mean I can be sufficiently warm, and financially able, to stay in my home in my very old age, which I thought I may not be able to do 😊 ”



What's coming.....



End of HUG2 : Funding submissions end of January

Warm Homes Local Grant (Next big Government Energy grant) :
Low Income, Low EPC, simple design such as Sustainable Warmth
thankfully. To start 1st April.

ECO4 and GBIS : Only if WHLG not suitable (in direct competition)

Action Surrey : Able to Pay Scheme and collaboration with Retrofit
Schemes in Surrey.