

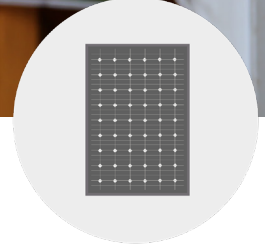


“I don’t have to put the heating on in the morning anymore.”

Case Study - Mrs B

Free EWI, Solar PV & Registration to PSR

East Leake, Rushcliffe, Nottinghamshire



Client background

Mrs B is a 75 year old pensioner living in East Leake. Having lived in her property for over 36 years, Mrs B had noticed a sharp increase in her energy bills amid the cost-of-living crisis.

After receiving a letter from the Green Grants team, she was delighted to find she was eligible for both External Wall Insulation (EWI) and Solar PV.

Why did Mrs B decide to sign up?

Mrs B told us “I thought it sounded too good to be true to be honest”, but after speaking to the Green Grants team, she felt the scheme was explained very clearly and was happy to go ahead.

“Like everyone, I was concerned about the cost of my bills. Getting free EWI and Solar PV sounded like a great deal so I couldn’t say no!”

£ savings **21,989**

Have the measures had any effect on Mrs B’s general well-being?

“The home feels a lot warmer, and stays warmer for longer. I don’t have to have the heating on in the morning anymore.” Better insulated homes retain more heat compared to poorly insulated homes. This means less money needs to be spent on energy bills.

The property was also suffering from slight mould and cold areas around her bathroom and porch. These have since cleared up after the installation of EWI.

What did Mrs B think of the process?

Mrs B told us “There was quite a lot of mess, but I’m still very grateful it was-



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-done." The Green Grants team were happy to hear the site manager was very helpful, with Mrs B adding "If anything did go wrong, he was there straight away to put it right."

Does Mrs B feel like she has a better handle on her energy bills?

Although energy bills are still rising, the home improvement measures Mrs B received are helping to offset this. "Without the Solar PV, my bills would be through the roof."

Mrs B can tell this through her smart meter. "I can put the washing machine on when it's sunny and I can see the cost doesn't go up on the smart meter. I try to use my appliances when it's sunny."

Priority Service Register Sign Up

The Green Grants team identified that Mrs B was eligible for registration onto The National Grid's Priority Service Register (PSR).

This service ensures that vulnerable homes receive advanced warning of planned electricity interruptions, are prioritised for reconnection where possible, and are given other priority information or support as necessary.

£ SAVINGS

EWI Grant: **£15,000**

Annual savings: **£540**

Solar PV Grant: **£6,000**

Annual savings: **£365**

EPC: **£84**



What did Mrs B think about the scheme in general?

"I'm so grateful for getting it done. It'll make such a difference over the next few years."

"I've already recommended the service to my neighbours."

"I don't have to put the heating on in the morning anymore."

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