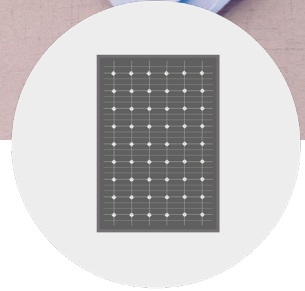


“I don’t have to worry about my bills so much anymore”.

Case Study - Mrs H

Free External Wall Insulation, Solar PV and sign up to PSR



East Leake, Rushcliffe, Nottinghamshire

Client background

Mrs H lives in a 3 bed semi-detached house in East Leake. Her system-built home was poorly insulated, with a metal exterior these houses can be particularly cold in the winter.

After hearing about our services on a Facebook page set up by her local parish council, Mrs H decided to get in touch with the team to see what measures were possible.

Why did Mrs H decide to sign up?

“With energy prices increasing, and further rises on the horizon, I felt like it was the right time to make these changes - I said yes to the solar panels and External Wall insulation”.

After speaking to the Green Grants team, Mrs H felt all the measures on offer were clearly explained and was reassured by the team’s wealth of knowledge.

£ Grant issued **£21,000**

Have the measures had any affect on Mrs H’s well-being?

Mrs H told us “I don’t have to worry about my bills so much anymore. As recommended by NEP I have now set my heating to come on for less time, due to the insulation I feel warm and comfortable”.

The insulation has been a great relief for her - like everyone, she has been worried about her bills amid the cost of living crisis.

Her home previously suffered from mould and damp due to the metal frame, however now she is seeing this is negated by her new insulation.



£ SAVINGS

Free EWI grant: **£15,000**

Free Solar PV grant: **£6,000**

Total annual savings: **£747**

How did Mrs H find the install process?

Mrs H said the staff were brilliant, providing a great service as well as being very polite.

Mrs H experienced an issue with the windowsills of her utility room windows. When installing the EWI the installers accidentally removed the wooden sills leaving a draughty gap. This issue has been scheduled to be resolved and the home has still remained warm.

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

As the summer has seen such extreme temperatures, Mrs H has not seen much of a notable change to her energy bills. However, her insulation has been great at keeping her cool - this can't be said for her neighbours who chose not to sign up.

Priority Service Register Sign Up

The Green Grants team identified that Mrs H 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.

What did Mrs H think about the scheme in general?

"I've already recommended it to friends!"

"They were so polite and couldn't fault them".

"Everything was explained very clearly, they knew exactly what they were doing".

"As recommended by NEP I have now set my heating to come on for less time, due to the insulation I feel warm and comfortable".

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