

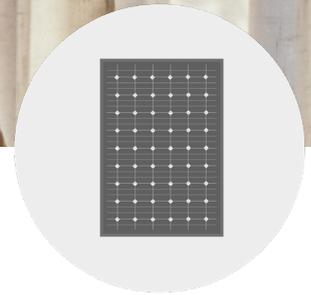


“It’s a relief to have this technology on my roof - it will save me money for many years to come”.

# Case Study - Mrs W

Free Solar PV

Registration to PSR



Netherfield, Gedling, Nottinghamshire

### Client background

Mrs W is 78 and has lived in Netherfield for over 30 years.

After receiving a Green Grants letter inviting her to sign up for free solar panels, she decided to do just that. She was keen to save on her bills anyway she could.

### Why did Mrs W decide to sign up?

Mrs W is on a low income, and that paired with the cost of energy rising, she felt she needed to say yes to this timely grant.

Mrs W already had some knowledge about Solar PV, how they generate free electricity to help power the washing machine, fridge and TV during daylight hours.

Mrs W said “How could I say no, not everyone gets the chance to do their washing for free!”

£ Grant issued **£6,084**

### Has the Solar PV system had any effect on Mrs W’s general well-being?

“I feel grateful to have been offered the grant in the first place. It’s a relief to have this technology on my roof - it will save me money for many years to come”.

### Does Mrs W feel like they have a better handle on their Energy Bills?

There has already been a reduction of up to 50% off Mrs W’s electricity bill.



# £ SAVINGS

Free Solar PV grant: **£6,000**

Total annual savings: **£365**

Free EPC survey: **£84**

### How did Mrs W find the install process?

Mrs W said that she found “the install team lovely, all staff were polite. They made sure to tidy up very little mess they did create”.

### Priority Service Register Sign up

While completing our telephone assessment, our team identified that Mrs W 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.

Mrs W has since received an information pack and feels it will be helpful to her in the future.

### What did Mrs W think about the scheme in general?

“I’m ever so pleased, all the people were so polite!”

“I’d recommend it to others”.

“Everything was explained very well.”

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