

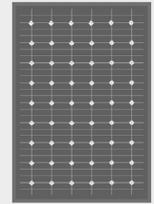
Case Study

Free Solar PV

Registration to PSR

NEP Water Voucher

"I have noticed a marked difference in my energy use - I'm using a lot less!"



Hucknall, Nottinghamshire

Client background

Mr E was referred to NEP by Nottingham Fire and Rescue Service's 'Safe and Well' Scheme - working in partnership to offer advice on keeping warm during the winter.

After getting in touch with Mr E and finding out more about his situation, NEP put him forward for Solar Panels, as well as signing him up for an NEP Water Voucher and to the Priority Service Register.

Why did Mr E decide to sign up?

"I had been really struggling with high energy bills, as are a lot of people."

"I had been careful and kept my electric appliances turned off and unplugged, but it wasn't enough. I signed up to see if I could finally get my bills to an affordable level."

£ SAVINGS £6,365

How did the Green Grants team talk you through the process?

"The Green Grants team were great. They explained that the Solar Panels were free and how they would help to lower my bills."

Before the install, it had been a matter of heating his home or eating. Mr E was ready to make a change.

"I was really concerned. I only receive Universal Credit and I had been neglecting my electric bills to prioritise food."

Does Mr E feel like he has a better handle on his Energy Bills?

"With the Solar Panels, I received a smart meter. I have noticed a marked difference in my energy use – I'm using a lot less."



GREEN GRANTS

LAD Scheme

Nottinghamshire & Derbyshire

£ SAVINGS

Free Solar PV grant: **£6,000**

Average savings per year: **£365**

How did Mr E find the install process?

Mr E said that the installer, E.ON, talked him through each step of the process, keeping him in the loop.

“There were a few problems with the install, but they immediately explained the solution and how they would go about it. I was happy with everyone involved.”

Would you recommend the scheme to others?

“Definitely. I’m very pleased with the service provided. Pleased enough that I went on to sign up for an Air Source Heat Pump!”

By receiving Solar PV, signing up for additional services and awaiting the install of an Air Source Heat Pump, Mr E received a package of measures that not only made his home fit for the future, but also improved his general wellbeing.

What did Mr E think about the scheme in general?

“I even got money off my water bill! I was chuffed with the outcome.”

“With the Solar Panels, I received a Smart Meter. I have noticed a marked difference in my energy use - I’m using a lot less!”

“I’m very pleased with the service provided. Pleased enough that I went on to sign up for an Air Source Heat Pump!”

0115 947 2207

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