



# Warm & Safe Wiltshire

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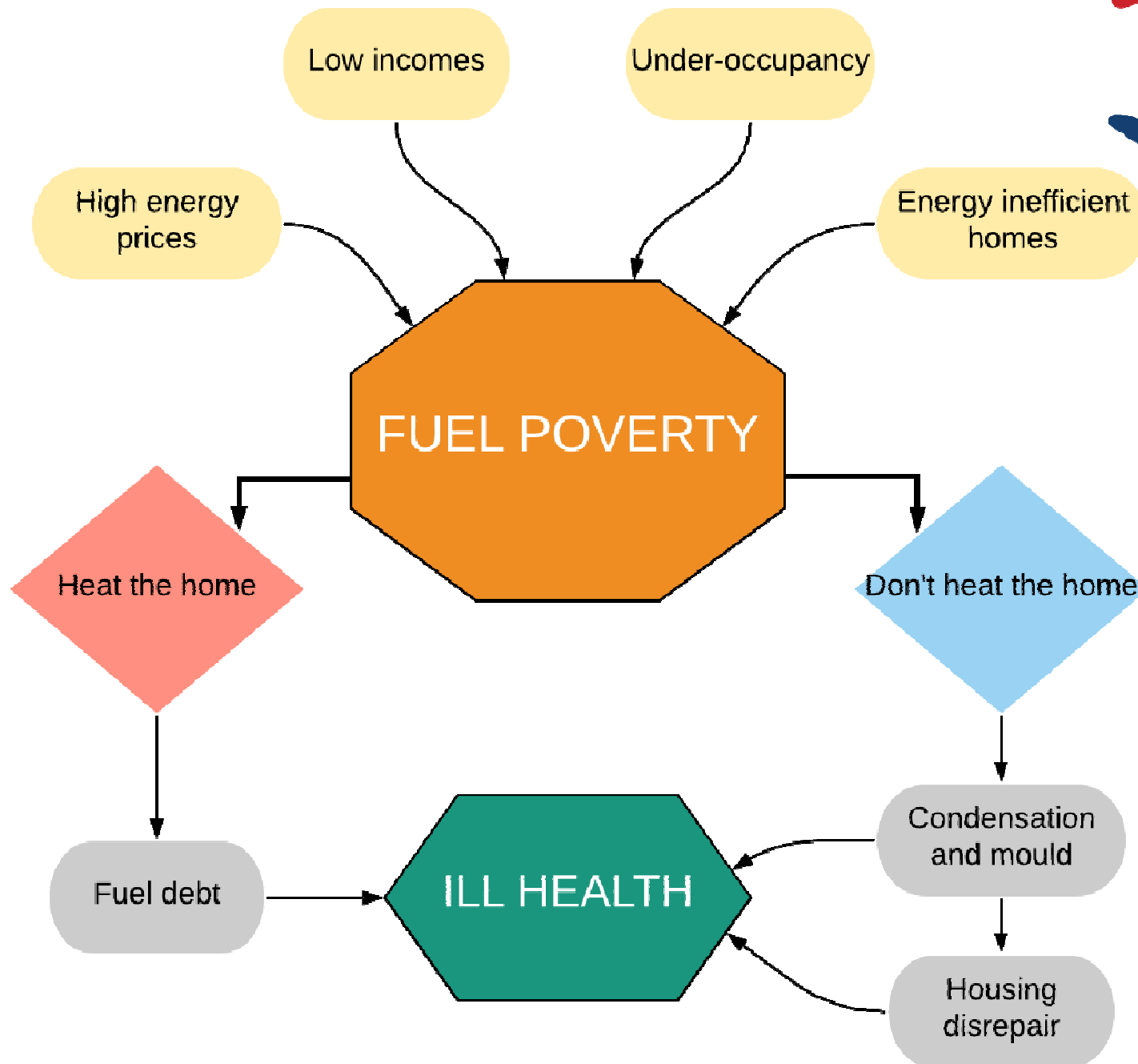


# Warm & Safe Wiltshire



- Partnership project with Wiltshire Council
- The aim is to improve energy efficiency of homes across Wiltshire to:
  - Help make homes warmer, cheaper to heat
  - Reduce the risk of ill health & hospital admissions
- Provides free advice to all residents



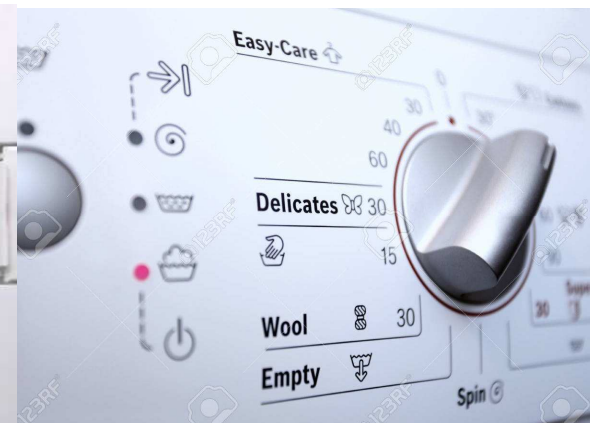


# Heating and heat loss

- Efficient use of heating controls (thermostat, programmer, radiator valves, hot water tank timer/thermostat)
- Understanding Economy 7 tariff and storage heaters
- Draught proofing
- Insulation upgrades and ECO funding



# Appliances and electricity use



# Energy suppliers and tariff switching



- Understanding billing/meters is an important part of tackling fuel poverty
- Switching from a standard variable tariff to a better value one often saves £200-300 annually
- Warm Home Discount (£140 grant)
- Surviving Winter Fund (available through CSE and Age UK)
- Priority Services Register for powercuts



**The British Gas  
energy trust**

# What are smart meters?



- New generation of gas and electricity meters
- Two parts: the meter sends readings automatically to the supplier, and the in-home display allows you to monitor energy usage
- Two generations: SMETS1 and SMETS2



# Benefits of Smart Meters



- See what you are using and spending in near real-time
- Identify situations where you're using a lot of energy and might want to make changes to reduce it
- No more manual meter readings and estimated bills
- Additional benefits for prepayment (key) customers
- Help create a smart grid - allow the energy system to better predict what electricity the country needs, when and where it needs it





## 5 Smart meter Myths



- 1 You can't switch supplier.** 2<sup>nd</sup> generation meters allow uninterrupted switching between suppliers.
- 2 Smart meters can spy on you.** Smart meters can't spy, they can only measure energy use and share the readings with your supplier.
- 3 Renters can't get a smart meter.** If you pay the bills and the meter belongs to your supplier, then you have the right to request a smart meter.
- 4 Not all homes can have smart meters.** Almost all homes can have smart meters and as connectivity improves and the smart meter rollout continues everyone should be able to have one installed by 2020.
- 5 Smart meters are dangerous.** The government watchdog on public health says that smart meters do not pose a risk to health in installation or infrequent radio wave bursts, they emit a lower EMF reading than your mobile phone or microwave.



# Referrals



Freephone: 0800 082 2234

Referral link: [www.cse.org.uk/referral](http://www.cse.org.uk/referral)

Email: [warmandsafe@cse.org.uk](mailto:warmandsafe@cse.org.uk)



**Any questions?**