



“All homes will have a smart meter by 2020 – what does this really mean for you and your customers?”

Can social housing get smart?

In this issue we look at Smart Meters, including a [free download guide](#), how to tackle electrically heated homes and free [heat pump training events](#).

First off Smart Meters - all homes will have one fitted by 2020 and represent an exciting new opportunity for landlords to improve service delivery and the lives of their customers – but only if they know what the benefits and pitfalls are, and how to remain in control.

Smart Meters allow two-way communication of energy data, eliminating the need for manual meter reads. Energy consumption data collected by a smart meter will primarily be for billing. **However this data presents new opportunities for customers and landlords, that could, for example, lead to better investment analysis, identifying those in fuel poverty and be the basis for smart homes that generate, store and export energy.**

We are working with our metering and energy supply partners, and housing providers, on some exciting models around smart meters and energy supply. **A number of options and key activities around financing, delivery, energy tariffs and data indicators to support operational and investment decisions are emerging.**

If you would like to know more about Smart Meters download our [free guide for housing professionals](#) that lays out what Smart Meters mean for social housing.

We wouldn't accept estimated costs for most goods and services so why do think its normal for energy? Check out some great [short videos](#) by Smart Energy GB on why this isn't normal, but is actually weird and now's the time to change and get smart.

“FIND OUT ALL YOU NEED TO KNOW ABOUT SMART METERS IN THE FREE GUIDE”

Adecoe
Kemp House
152 City Road
London
EC1V 2NX

info@adecoe.co.uk
www.adecoe.co.uk

Electric heating can be expensive and problematic for both tenants and landlords and with a high proportion of electric heating in social housing; electric heating tends to result in significantly higher energy costs than for homes with gas.

There are often issues with old storage heaters. They often leak too much of the heat that should be stored, this can make some rooms too warm, and more importantly the heat escapes when it is not needed – and it is therefore not available when it is needed. Even worse this can lead to the use of Economy7 day rate electricity for heating which is then even more expensive than if the tenant was on standard rate electricity. **This is a clear lose: lose.**

The same problem can occur when or if tenants ‘doubt’ their storage heaters (rightly or wrongly) – this can lead to the behavioural switch from storage heaters to plug in direct acting electric heaters – often while still on an Economy7 tariff, the worst of all worlds.

Our work with landlords shows that the most effective approach is to take a fundamental look at the options for electrically heated homes within the context of the organisations own aims. This includes understanding the technical options, but also the practical and people issues. These include capital and revenue costs, tackling fuel poverty, reducing energy costs and meeting an energy efficiency target.

With the Guinness Partnership we have created an evaluation tool and how to guides to help landlords decide which solutions work best for them and their customers and these will be available shortly.

This will help landlords develop a better understanding of the issues and options. And it helps intelligent decision making including a methodology to select the ‘best’ options for electrically heated properties. All within a policy framework that makes the most sense for organisations and tenants.

If you want to find out more or want to talk through the options click [here](#) or come and talk to us at the [Heat Pump training sessions](#)

Five things to think about for electrically heated homes

- 1. Electric heating was installed, and is still being installed, in homes for sound reasons, but can cause problems for housing providers.** With electricity prices rising and other use and control issues coming to light, they can create issues around affordability and can lead to customer complaints.
- 2. Tackling electrically heated homes is not always straightforward.** The specific details and factors at any given site mean that adopting a fixed decision making hierarchy for heating may not come up with the best solution in many cases.
- 3. There are some key things that can make the process easier.** In simple terms, sites with electrically heated homes need to be assessed individually and the solution linked to the key aims that you are trying to achieve. These can include home energy costs, capital costs, carbon saving, energy saving and revenue costs.
- 4. It is important that proper evaluation is carried out to achieve the best option.** Defining the best option can be approached in different ways and with different metrics, how value is assessed can also affect the best option.
- 5. Using SAP in the evaluation process is entirely logical, but needs to be used wisely.** Ideally SAP scores should come directly from assessments of the scheme and not another source such as stock databases or Energy Performance Certificates.

.....Free DECC Heat Pump Training Roadshows.....

We are helping DECC deliver heat pump training sessions across the country. Find out more [here](#)