



Home Energy Advice Team (‘HEAT’) & One-Stop Shop

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Agenda

- Recent history of energy action in Surrey and long-term benefits
- What is the challenge?
- What are the solutions?
- Home Energy Advice Team ('HEAT') & One-Stop Shop project
- Useful web links / phone numbers for advice and assistance



Recent history of energy and climate action by Surrey County Council

- Published a climate change strategy in 2020
- Installing energy savings measures in our own offices and schools
- Switching our fleet of vehicles to electric
- Helping local businesses save energy
- Delivering energy projects to support residents – e.g. ‘Sustainable Warmth’ in 2022/2023:
 - 711 homes improved
 - Over £5,000 worth of measures each on average, free-of-charge to the resident



Energy Saving Measures: Long-term benefits for Surrey and its residents



LOCAL ECONOMY: £10BN+
INVESTMENT ACROSS
300,000+ PROPERTIES



CARBON SAVING:
28% OF SURREY'S
EMISSIONS

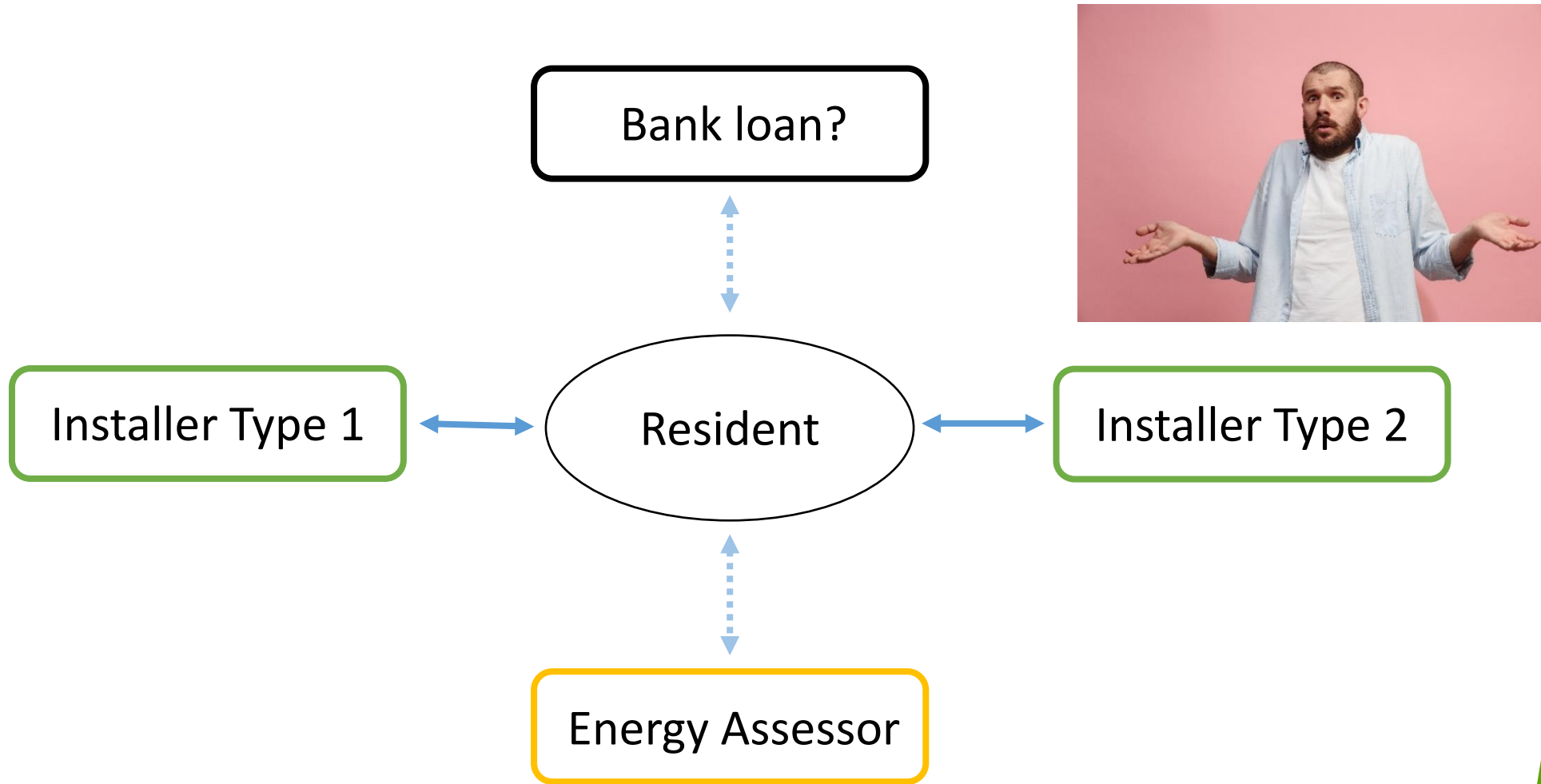


JOBS: 5,000 LOCAL JOBS
SUPPORTED EACH YEAR
UNTIL 2050

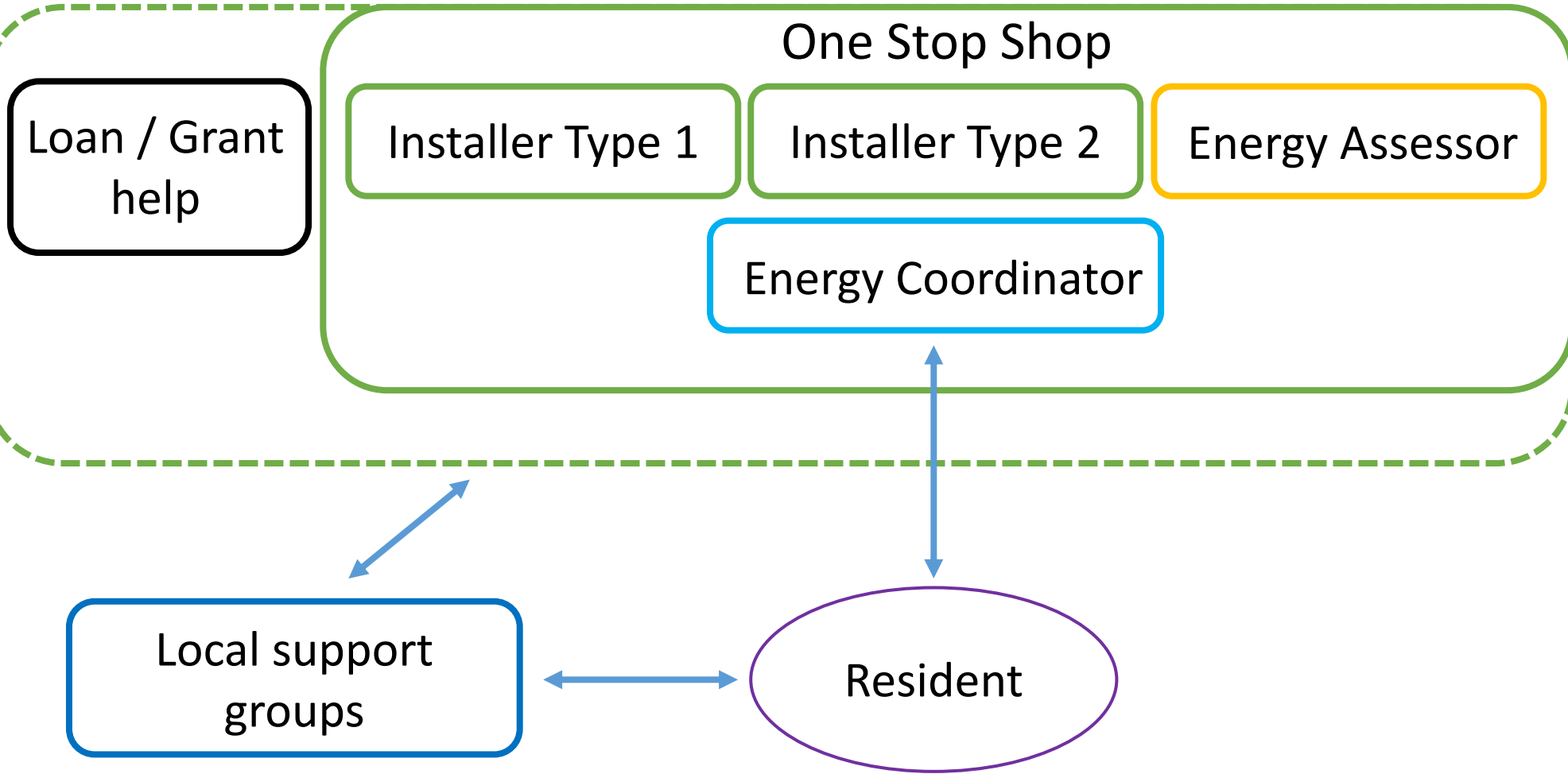


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The challenge: The existing process is too complicated!



Solution: One-Stop Shop



Surrey Home Energy Advice Team ('HEAT') Project & One-Stop Shop



Oxshott Net Zero
Elmridge



Circular Dorking
Mole Valley



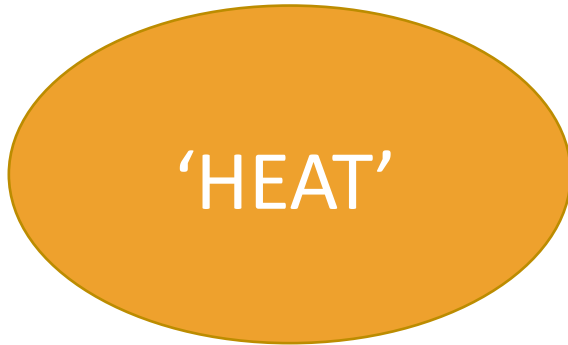
What Next
Waverley



Talking Tree
Spelthorne



Energy Action
Redhill & Reigate



Launch: [Now live!](#)



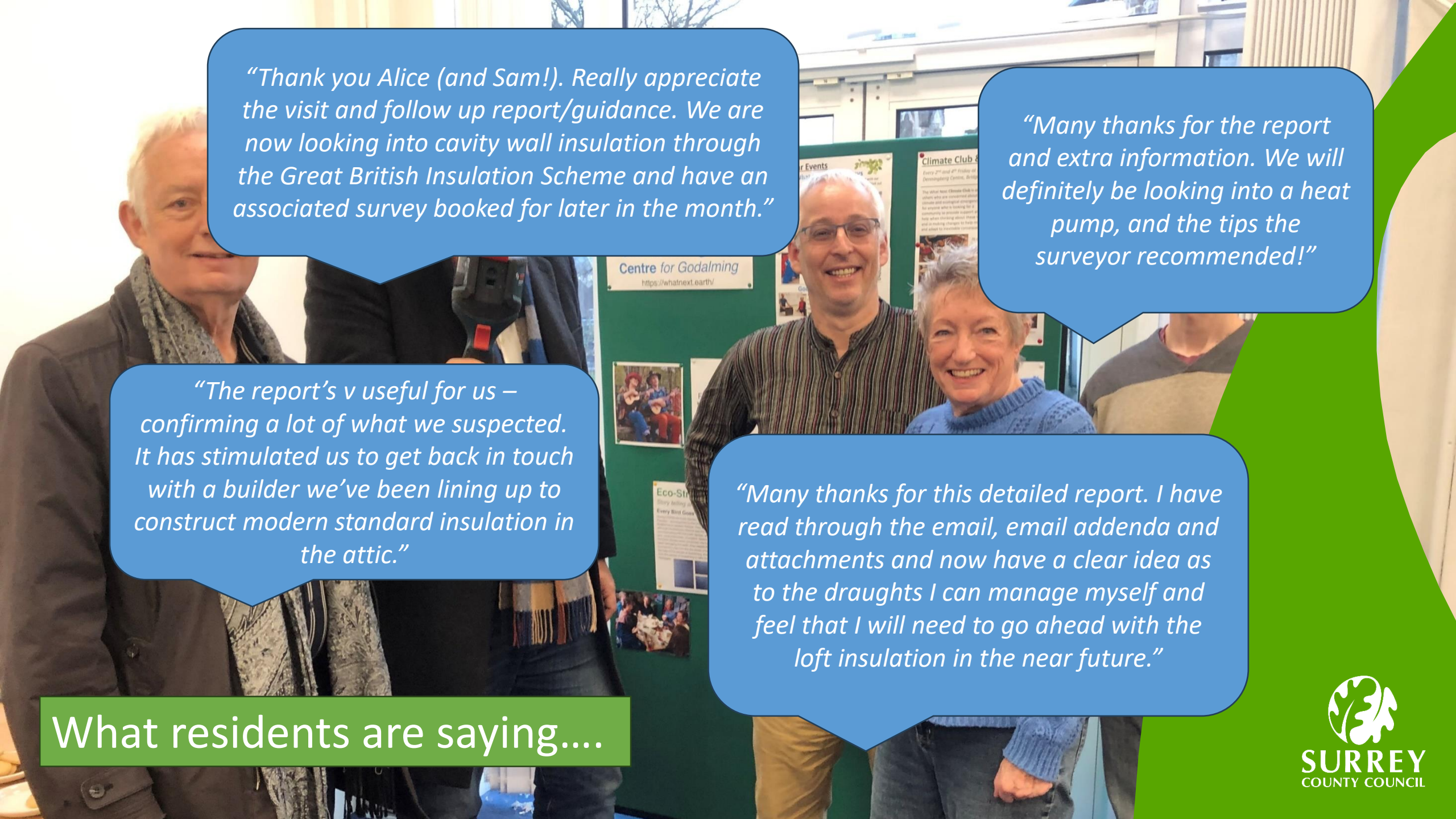
Launch: September
2024 (TBC)



Home Energy Advice Team ('HEAT') progress

	January	Running
No. of people reached	236	319
No. of homes surveyed	103	139
Training Sessions	2	4
Vols Trained	21	60
Customer Satisfaction	4.5 / 5	4.5





“Thank you Alice (and Sam!). Really appreciate the visit and follow up report/guidance. We are now looking into cavity wall insulation through the Great British Insulation Scheme and have an associated survey booked for later in the month.”

“Many thanks for the report and extra information. We will definitely be looking into a heat pump, and the tips the surveyor recommended!”

“The report’s v useful for us – confirming a lot of what we suspected. It has stimulated us to get back in touch with a builder we’ve been lining up to construct modern standard insulation in the attic.”

“Many thanks for this detailed report. I have read through the email, email addenda and attachments and now have a clear idea as to the draughts I can manage myself and feel that I will need to go ahead with the loft insulation in the near future.”

What residents are saying....



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Surrey's Energy One Stop Shop: Entry points and outcomes



'HEAT' Project



surreyenergyadvice.org.uk



One Stop Shop

Energy
Careers Hub



Energy Info
Hub



Collective
Purchase
schemes



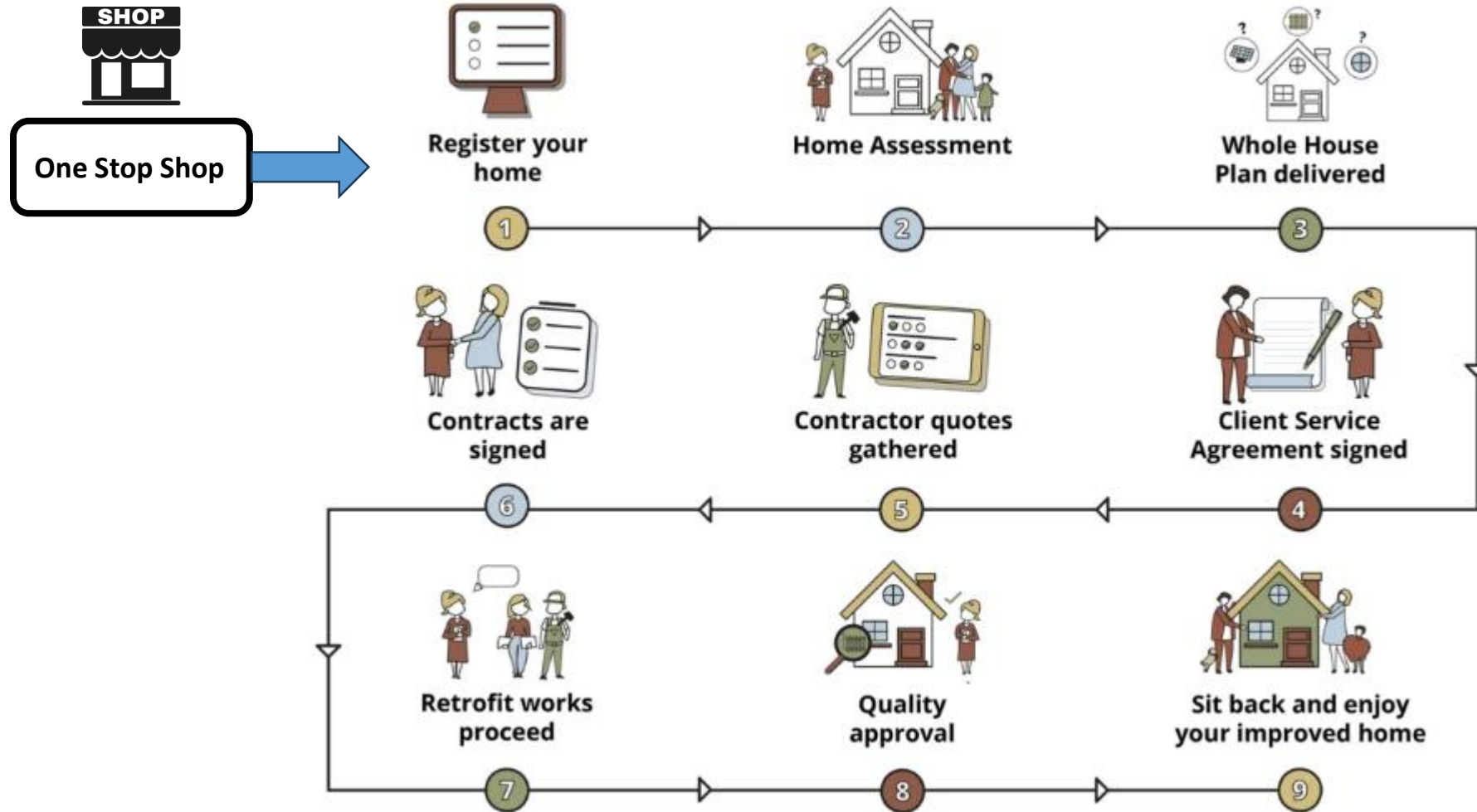
Independent
financial advisor
(TBC)

£
Govt Grants
for residents



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What's the process if I want energy saving measures installed?



(Credit: [Low Carbon Hub](#))

Step 1: Registering your home – an example




Your Plan



Great, you've seen the options for your home and picked some that interest you.

If you submit your plan we can get in touch once we have additional advice services in your area.

You are interested in :


	Windows & Doors Removable or permanent chimney seal (more...)	£300
	Others Low energy lighting (more...)	£30
	Heating Multi zone heating controls (more...)	£766
	Windows & Doors Two Part L insulated doors (more...)	£3,000
	Roof Thicker loft insulation (more...)	£4,270


Estimated Cost: £8,366

£1386
(29%) estimated annual
fuel bill saving

2.73
(31%) estimated tonnes
CO₂ saved annually



Continue 

 Back a step



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Useful links and phone numbers

Sign up for an in-person energy advice survey from the 'HEAT' team:

<https://www.zerocarbonguildford.org/energy-surveys>

or phone **0300 123 3033**

Surrey County Council Energy Advice Tool: <https://www.surreyenergyadvice.org.uk/>

or phone the Community Helpline on **0300 200 1008**

Contact Action Surrey for grant support: <https://www.actionsurrey.org/>

or phone **0800 783 2503**

UK Government energy advice page: <https://www.gov.uk/improve-energy-efficiency>

or phone **0800 098 7950**

UK Government general household support page: <https://helpforhouseholds.campaign.gov.uk>



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