



**Helping housing
association
residents save
water and
energy.**

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We're working with housing providers to deliver in-home visits for their residents to help them save energy, water and money. We've partnered with ZapCarbon to combine energy and water advice through EnergySave Plus Water.

Background.

The EnergySave programme was developed by ZapCarbon. They are award winning experts in delivering behaviour change programmes which help residents of the housing provider London and Quadrant (L&Q) to save money in times of financial hardship.

EnergySave Plus Water.

Through tailored in-home visits and on-going behavioural coaching, the EnergySave programme helps residents to gradually reduce how much they spend on energy.

On average, EnergySave households have saved £208 each year through pure energy savings. With this new expanded programme, they can cut their water bills by an additional £60 a year, making a combined household saving of over £268 a year.

Water efficiency was added to the Energy Save Scheme because energy and water efficiency are directly linked. For instance, hot water is a major source of energy use, accounting for around 20% of how much gas or electricity an average household uses. Reducing the amount of hot water they use can directly cut residents' energy and metered water bills.

As part of this programme, residents receive water and energy saving advice that's tailored for them and their household. They can also get a wide range of our water-saving devices installed, as well as useful information about our affordability and extra care services.

- **3,578 energy and water visits carried out in 2017/18.**
- **Residents can save around £268 every year.**
- **A visit can lead to average daily savings of around 80 litres.**



How it works.

The EnergySave plus water programme is delivered by ZapCarbon and funded by L&Q and Thames Water. ZapCarbon manage and deliver the visit programme with their team of field agents. They also use a range of coaching technology tools to help residents after each home visit.

Benefits.

- Saving residents energy, water and money.
- Tailored household advice.
- Increasing residents' and customers' satisfaction.
- Improving the efficiency of homes.
- Tackling fuel poverty.
- Reducing CO₂ emissions.
- Identifying vulnerable residents.
- Telling residents about other kinds of help.

Feedback from residents.

"If they hadn't sent anyone round I would not have known how much I could save on my bills."

An overwhelming 97% of residents said they would "recommend the service to friends and family". Encouragingly, 83% of residents said that they were doing more to monitor their consumption following the visit, and 79% of residents believed that the changes made as a result of the scheme would be lasting.

Looking to the future.

Encouraging water efficiency alongside energy efficiency has proven to be highly effective, both in the benefits delivered for residents and in the cost of delivery. We're planning to roll this project out to more housing associations and local authorities in 2018/19.