



Department
of Energy &
Climate Change

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Experience from UK programmes to support
vulnerable consumers



Overview of support schemes

Range of support available for vulnerable and fuel poor households:

Energy bill discounts

- Warm Home Discount
- Winter Fuel Payments
- Cold Weather Payments

Energy efficiency subsidy

- Energy Company Obligation
- Central Heating Fund
- Fuel Poverty Health Booster Fund

Outreach and advice

- Big Energy Saving Network

Represents a mix of energy efficiency subsidy, direct fuel bill support, and advice.



Energy Company Obligation

- ECO is the UK's main energy efficiency scheme. It places targets on the larger energy suppliers, which they must meet by helping households to improve the energy efficiency of their homes.
- Suppliers offer measures (e.g. insulation, boilers, district heating) at heavily discounted prices; often free for vulnerable and fuel poor.
- **Key point:** suppliers fund the subsidy themselves (estimated total of >£1bn per year). No Government funding is provided.
- There are three distinct sub-targets, totalling estimated £950m investment per year:

Carbon Saving

- 40% of total ECO target
- All households are eligible

Affordable Warmth

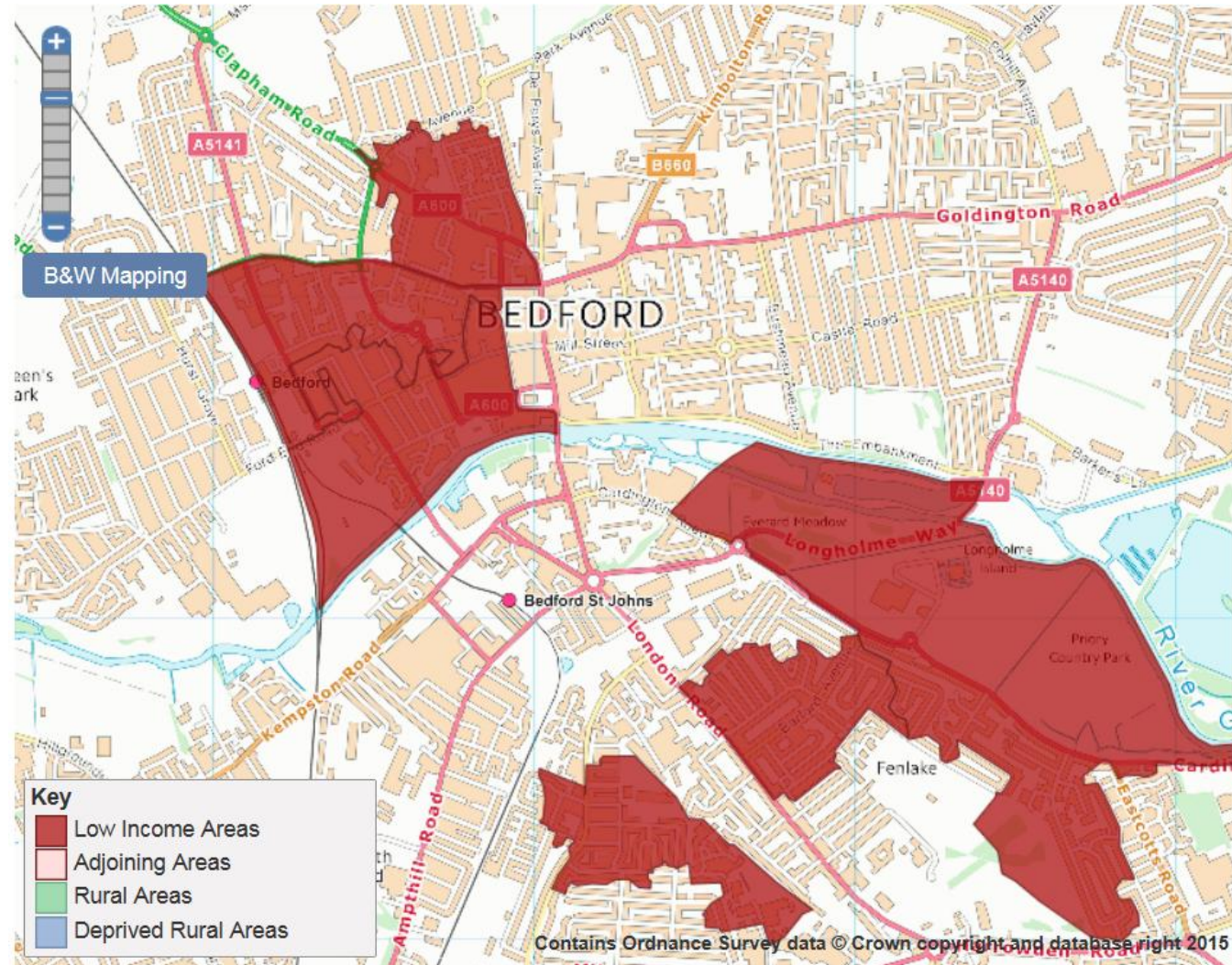
- 39% of total ECO target
- Only those on means-tested benefits are eligible.
- Mainly heating systems and insulation.

Community Energy Saving

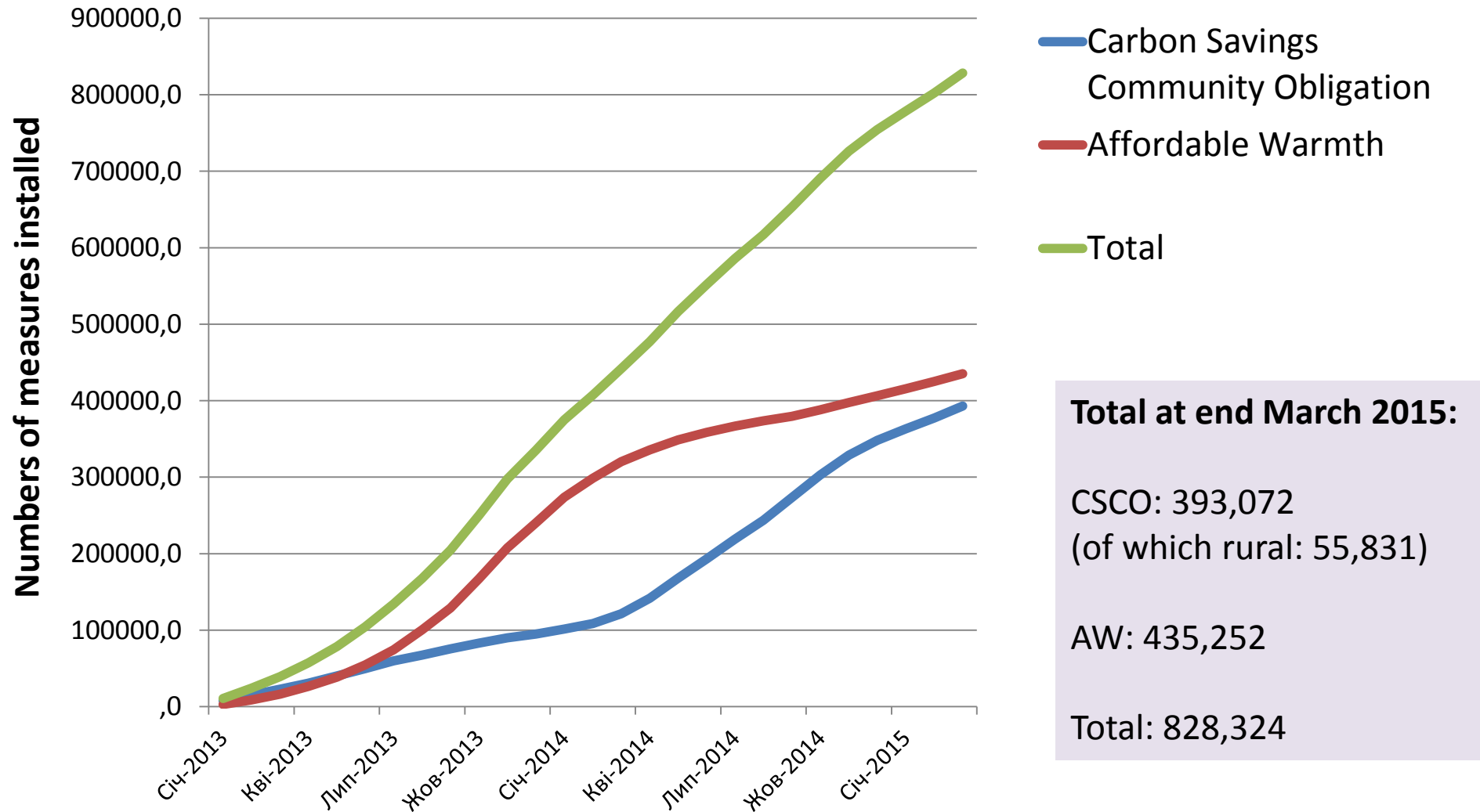
- Focussed on low income areas.
- Minimum of 15% of target must be met in rural areas.



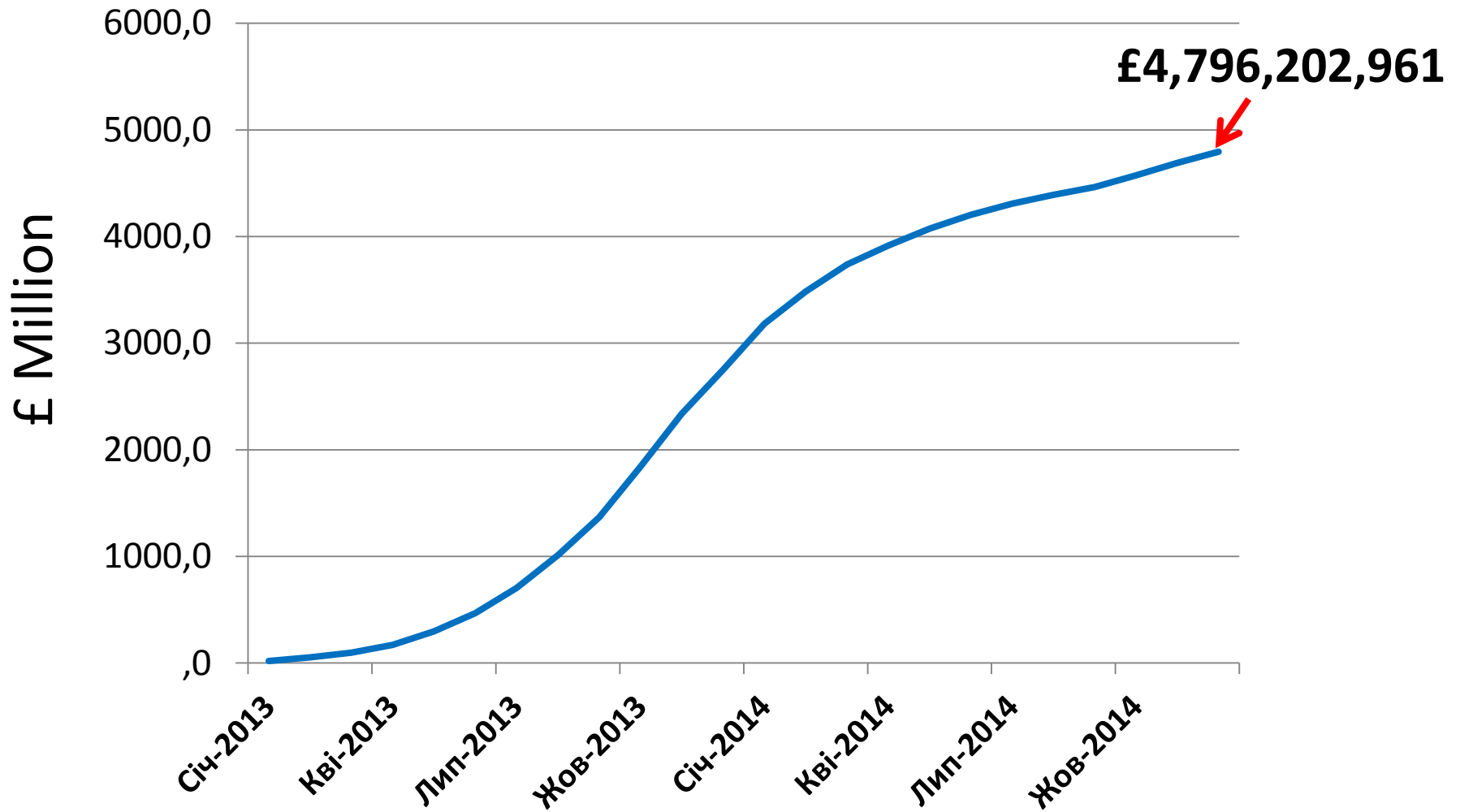
Sample from CSCO map tool



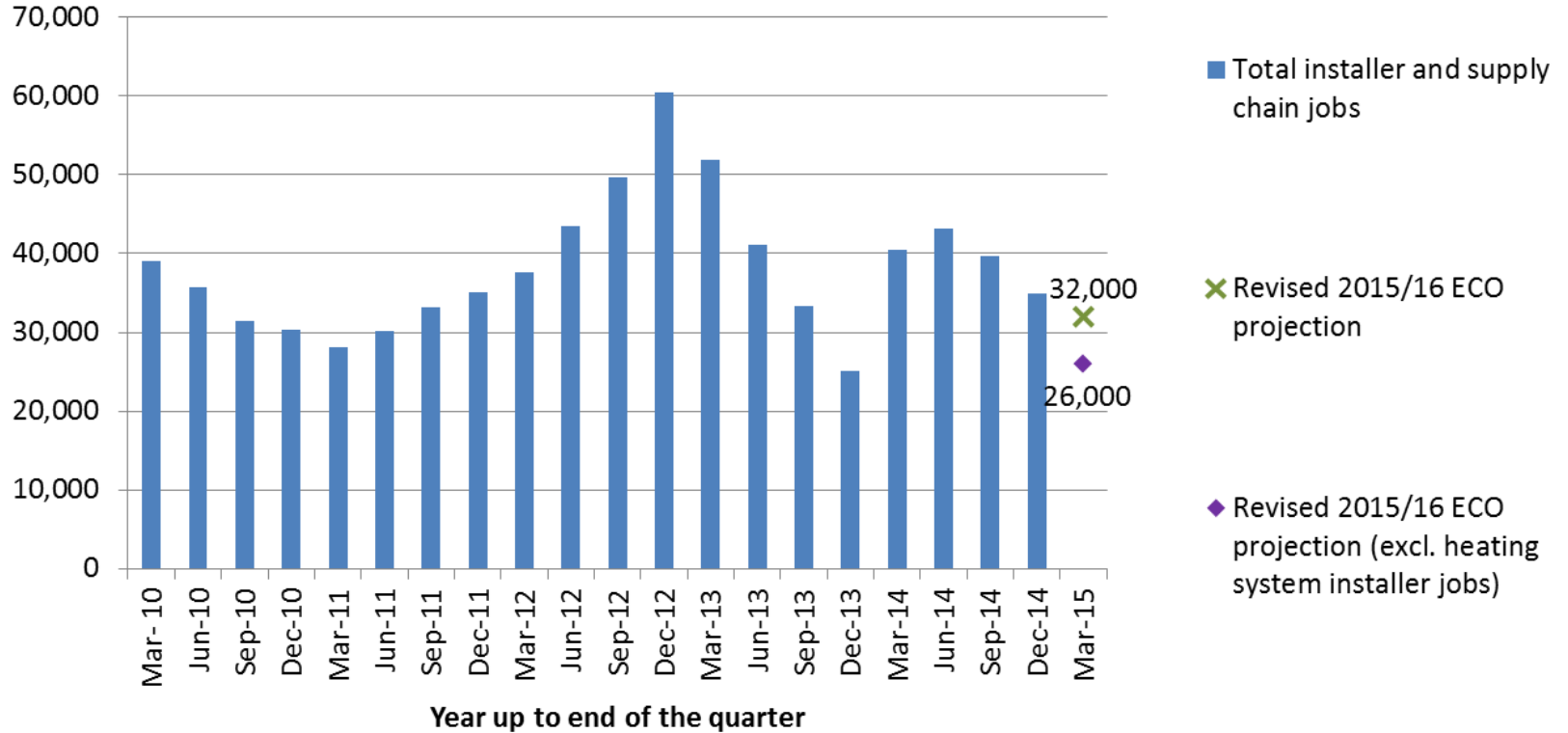
Provisional cumulative number of ECO measures installed, by obligation, at end of each month



Estimated lifetime bill savings for Affordable Warmth measures installed by month, up to December 2014



Gross jobs supported (long term)





Key challenges

- How to ensure support goes to genuinely fuel poor and vulnerable households?
Use of data and proxies can help.
- Vulnerable customers can be some of the hardest to reach and engage.
Helping to foster community activity by trusted people and organisations.
- It's not possible to help everyone with energy efficiency on day one – will take decades to retrofit the housing stock, so how to help those who must wait?
Energy bill discounts, advice on 'free' energy-saving actions.



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Thank you.