

Fairer Warmth Hub

Energy Innovation Summit 2024



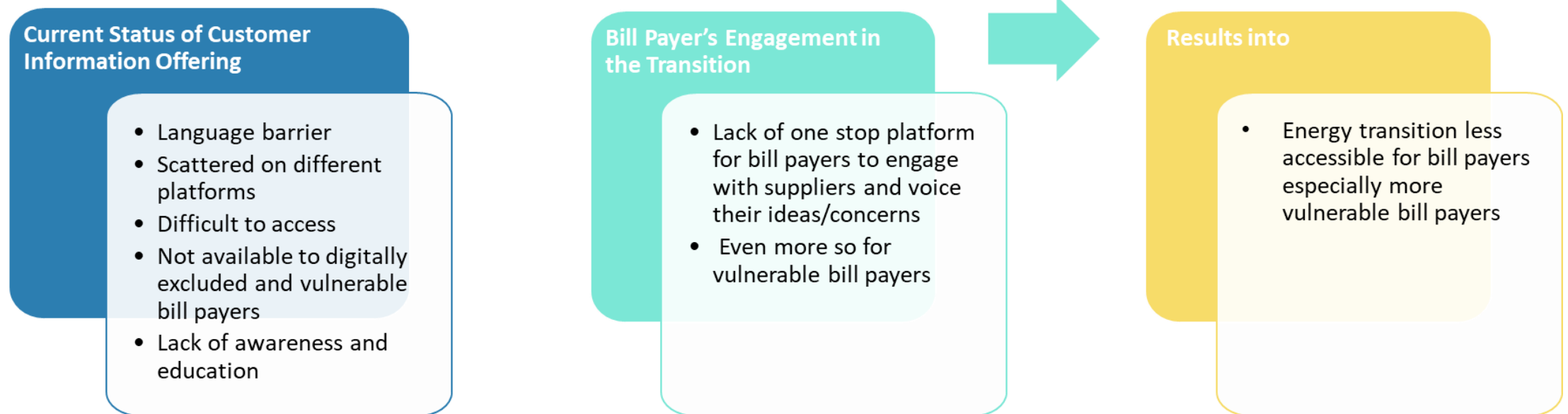
Fairer Warmth App



Challenges and Project Learnings

The Challenge

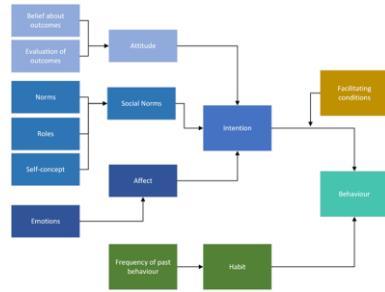
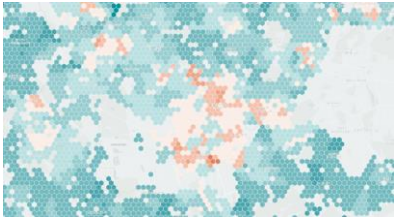
1. Current consumer information offerings on transition can be **difficult to access and complicated**
2. There is **no centralised platform** for bill payers to engage with energy sector stakeholders, especially affecting **vulnerable bill payers**
3. Current transition plans limits the end customer's choices and engagement: can risk investments through **planning and engagement difficulties** (before, during and post) and objections
4. These issues **compound together**, making the energy transition **less accessible** for those **most in need** of support such as vulnerable bill payers



Discovery Learning and Recommendations

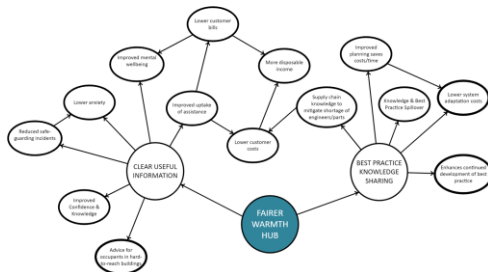
WP1: Geographic Analysis & Desktop Research

Research showed that **consumer buy-in** was essential, **choice** is valued and consultation is important throughout to address core issues.



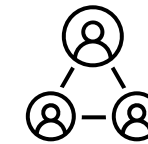
WP3b: Cost Benefit Analysis

Value is complex in the context of energy transitions. The right solution can benefit, and is therefore **investment-worthy** across a **wide-range of stakeholders**.



WP2: Consumer Engagement

Consumer Impact Panel identifies concerns when considering **Hydrogen in isolation to other transition options**.



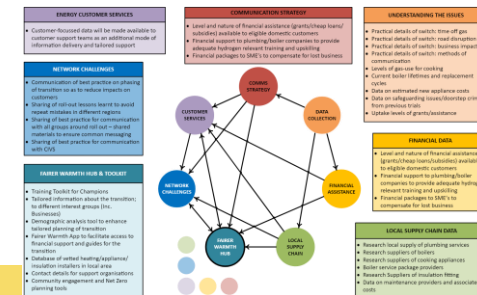
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Forced change is not taken lightly.	Prefer not to consider Hydrogen in isolation.	People are concerned about safety and if hydrogen will work in all appliances.
People are very worried about hydrogen costing more than natural gas and their energy bills going up.	There is a lack of trust in service providers' ability to do the work with no more disruption than promised and to a high standard.	Potentially serious implications for people in adapted homes and/or with limited mobility.
There is also a lack of trust in communications and information from service providers and government about the switch.	There is concern about people who might be excluded for one reason or other.	More people are driven by their financial situation than by the environmental considerations.
	Everyone has different views on the right green energy solutions.	

”

WP3a: Solution Roadmap

A dynamic and interconnected solution that considers, **consumer choice**, specific needs and **whole system planning** is required – The Fairer Warmth Hub!



Alpha Learning and Recommendations

WP4-6 Data, Operating Model and Future Trial Design

Data Sharing: FWH aligns and connects stakeholders, ensuring that everyone works together effectively

Operating Model: A self-sustaining model can be developed, leveraging value from stakeholders across the whole energy system

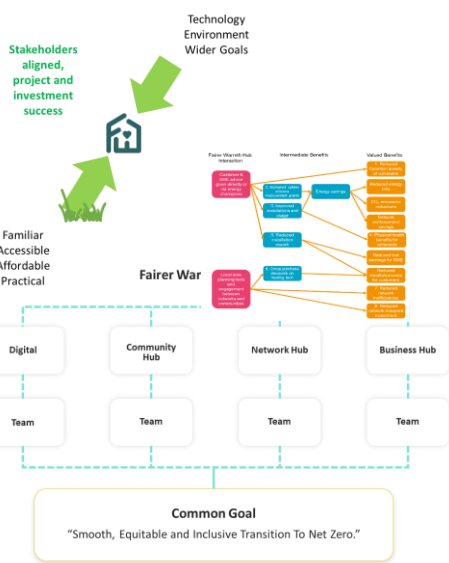
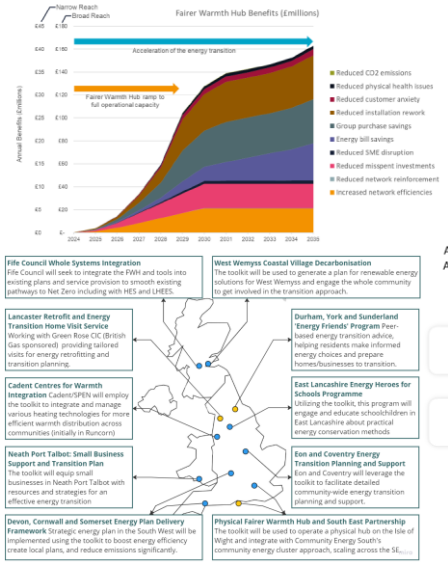
Adaptability: The FWH must remain technology agnostic to allow for choice and transition options most suited based on a place-based approach

WP1-3 Hub, Tools and Service Design Development

Single Point of Access: A central access point where tools and resources can be accessed, based on individual needs is required

Toolkit: Digital only approach does not work, requires support of local trusted champions. Consumer data is as important as network and geographic data.

Whole Community Approach: A broad range of stakeholders need to be engaged with in ways relevant to them.



Introducing the Fairer Warmth Hub



Introducing Fairer Warmth!

Fairer Warmth is designed to engage people and communities about reducing their energy consumption, costs, and engage in the Net Zero transition. It helps:

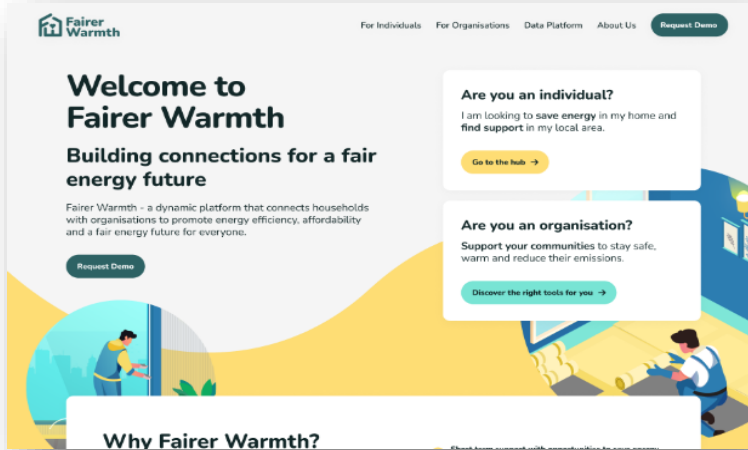
- **Energy Consumers:** Receive the advice and support they need to save energy, money and participate whole system energy transition projects.
- **Champions:** Provide anyone with a desire to support their neighbours and communities with the tools and training to do so.
- **Communities:** Initiate, grow, monitor and analyse effective community engagement, transition and support programs.
- **Energy Sector:** Better engage, align and connect with communities ensuring a fast and fair transition.



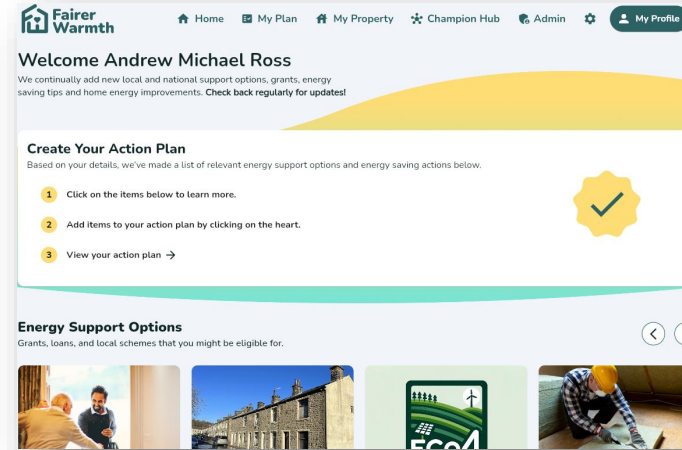
The Fairer Warmth Toolkit



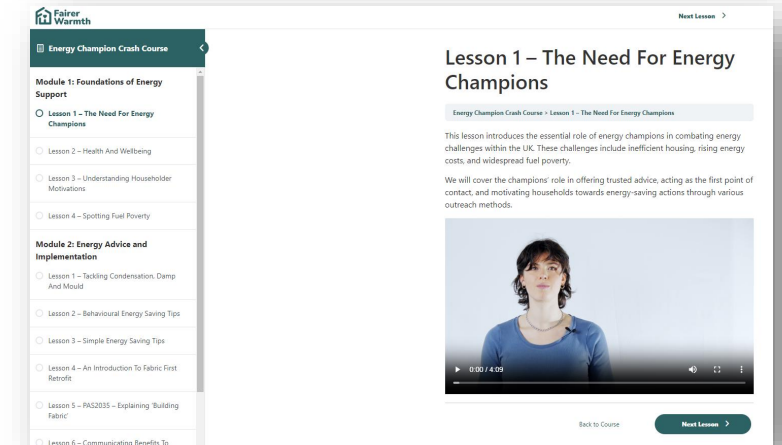
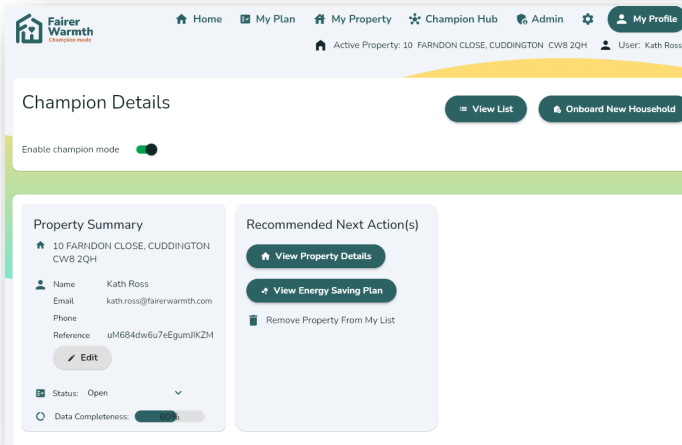
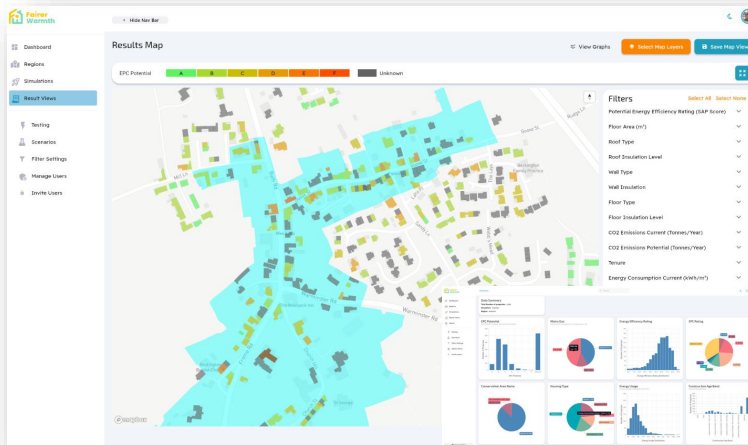
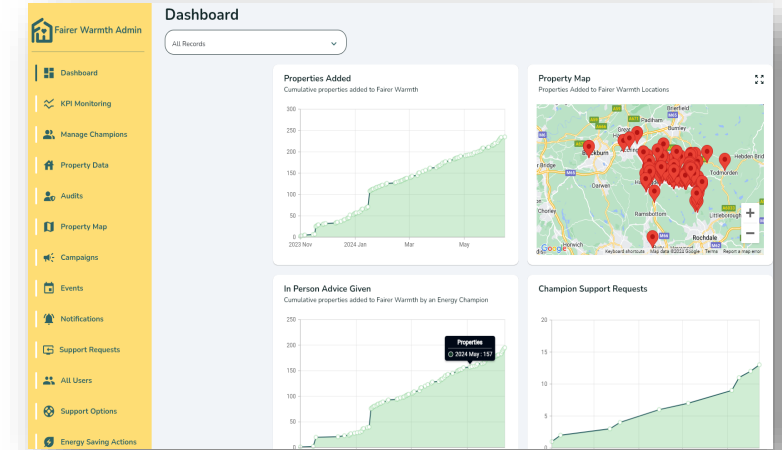
Fairer Warmth Hub Website



Fairer Warmth App



Admin System



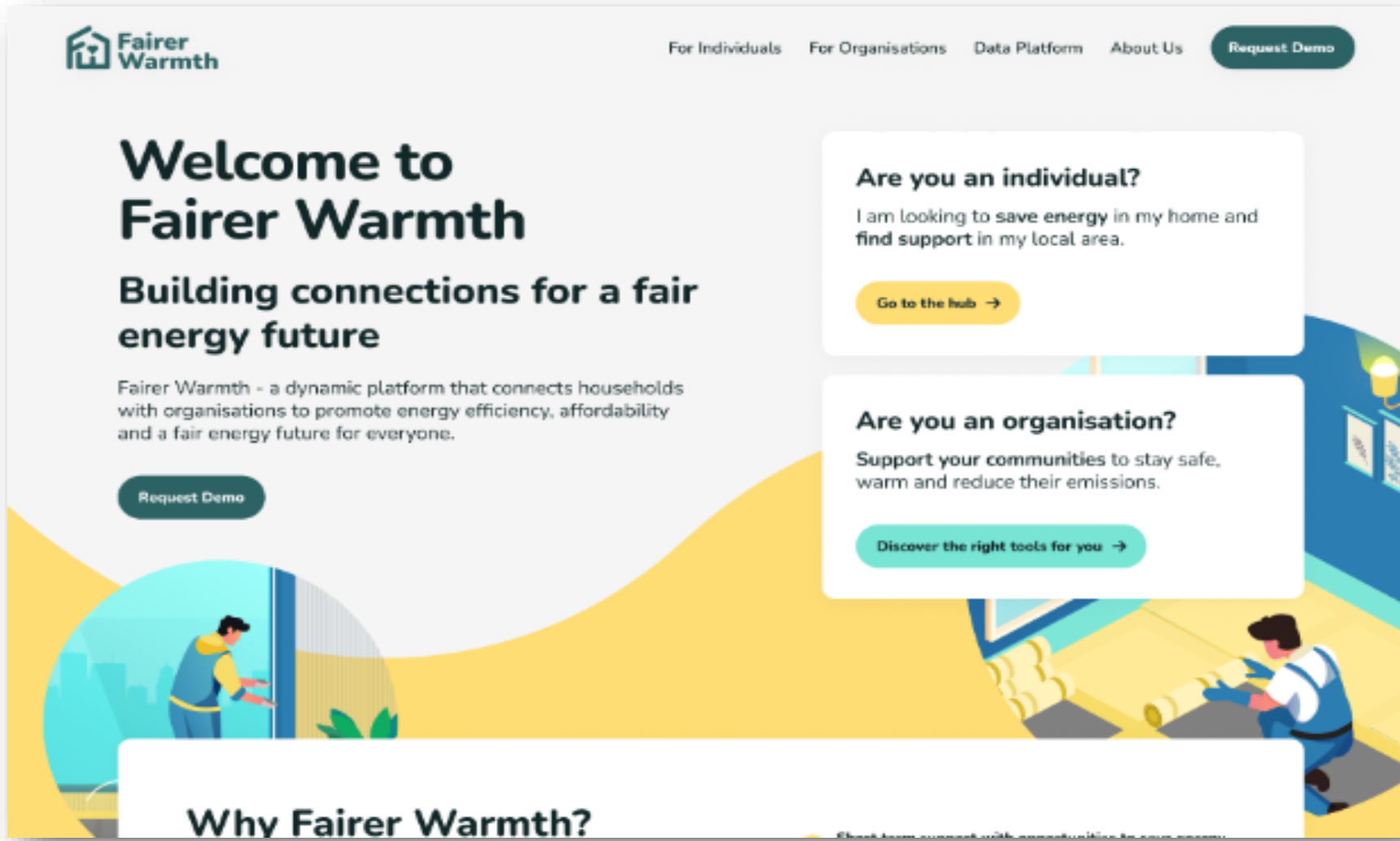
Data Platform

Champions' System

E-Learning Platform

The Fairer Warmth Toolkit

Fairer Warmth Hub Website



The screenshot shows the homepage of the Fairer Warmth Hub website. At the top left is the Fairer Warmth logo. The navigation menu includes 'For Individuals', 'For Organisations', 'Data Platform', and 'About Us', with a 'Request Demo' button on the right. The main heading reads 'Welcome to Fairer Warmth' followed by the sub-heading 'Building connections for a fair energy future'. A paragraph below explains the platform's purpose: 'Fairer Warmth - a dynamic platform that connects households with organisations to promote energy efficiency, affordability and a fair energy future for everyone.' There are two 'Request Demo' buttons. Two call-to-action boxes are present: one for individuals ('Are you an individual?') and one for organisations ('Are you an organisation?'). The background features illustrations of a person in a blue jacket and another person in a white shirt and blue overalls working on a roof.

Fairer Warmth

For Individuals For Organisations Data Platform About Us Request Demo

Welcome to Fairer Warmth

Building connections for a fair energy future

Fairer Warmth - a dynamic platform that connects households with organisations to promote energy efficiency, affordability and a fair energy future for everyone.

Request Demo

Are you an individual?
I am looking to save energy in my home and find support in my local area.

Go to the hub →

Are you an organisation?
Support your communities to stay safe, warm and reduce their emissions.

Discover the right tools for you →

Why Fairer Warmth?

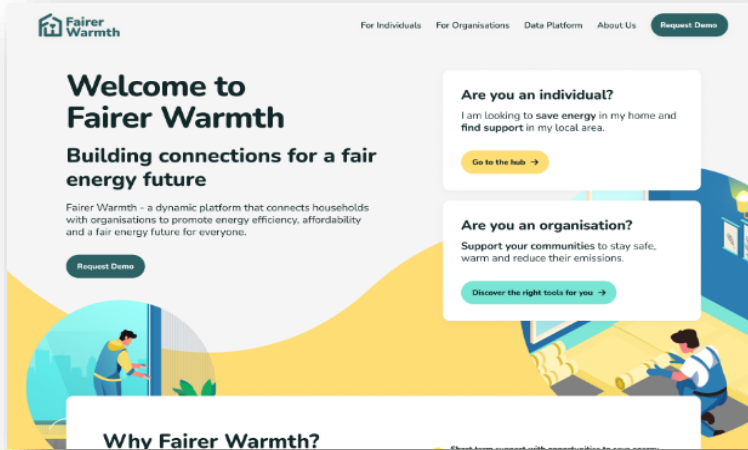


<https://www.fairerwarmth.com/>

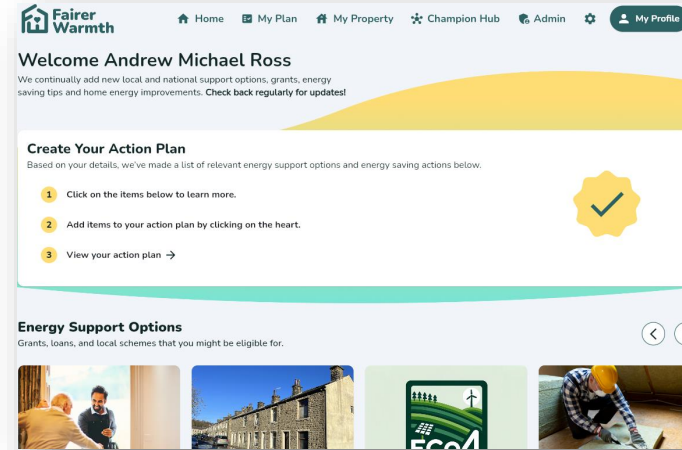
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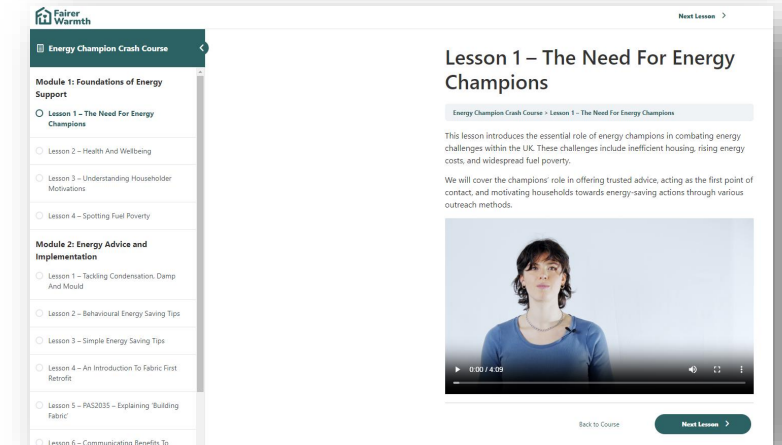
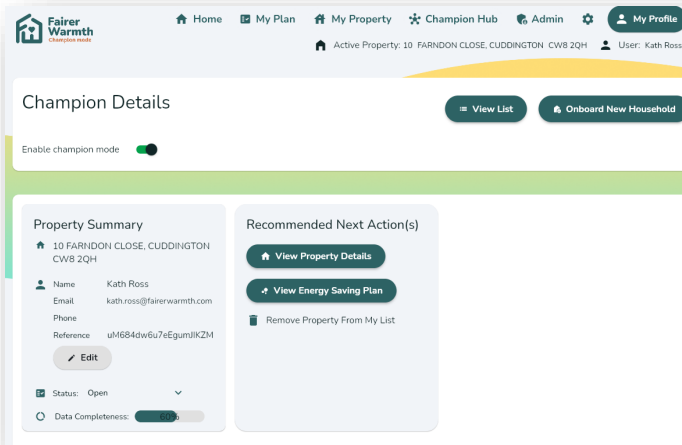
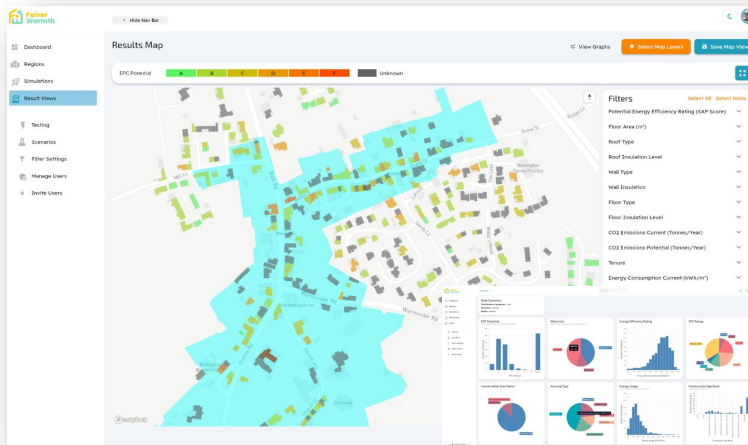
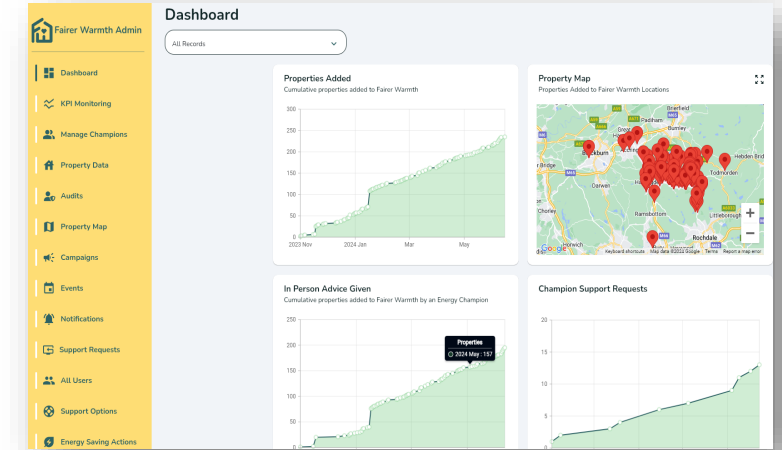
Fairer Warmth Hub Website



Fairer Warmth App



Admin System



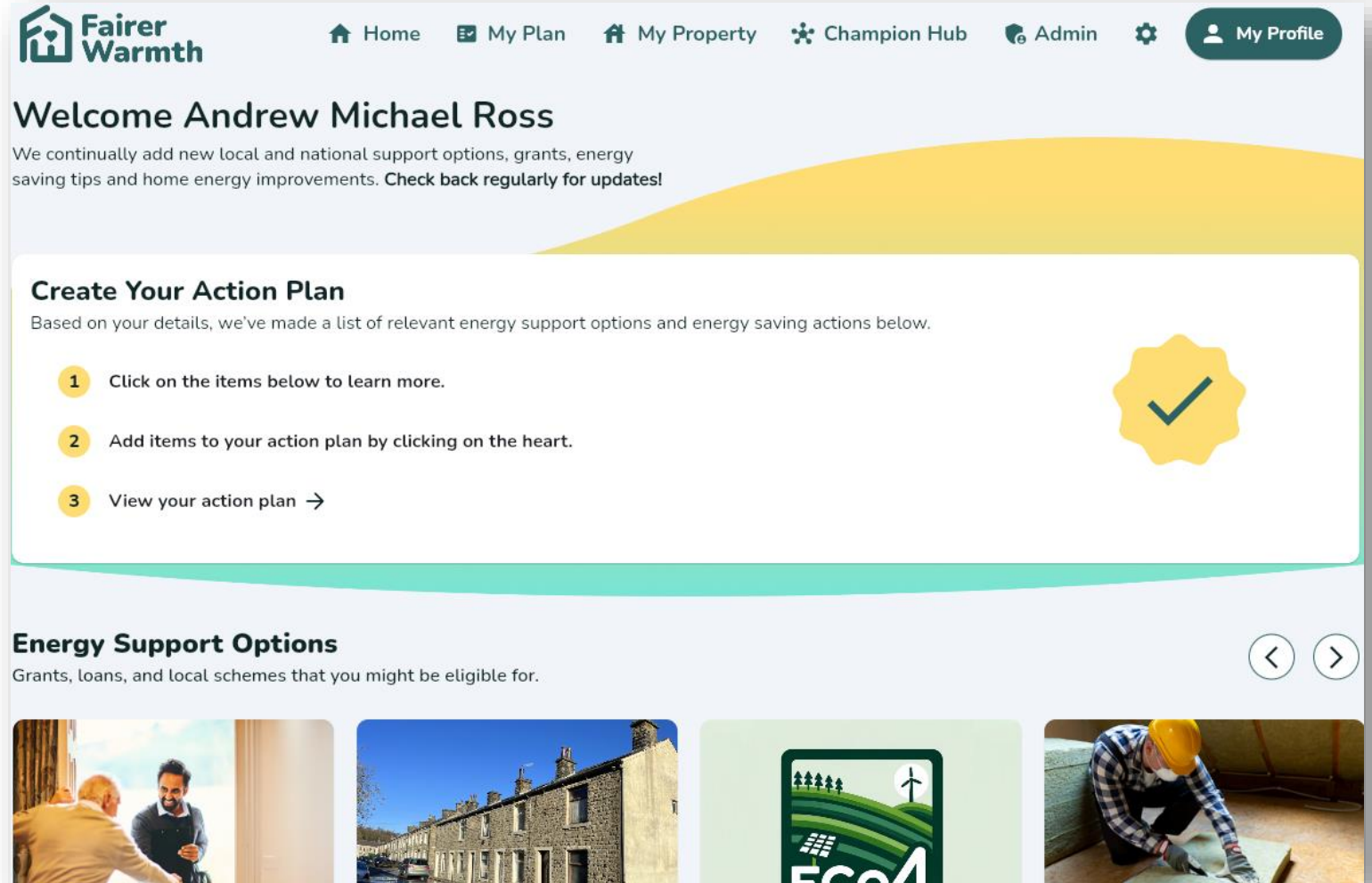
Data Platform

Champions' System

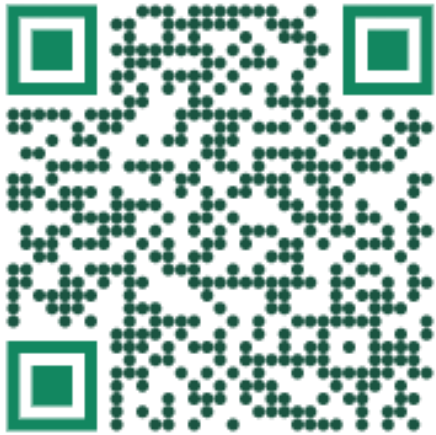
E-Learning Platform

The Fairer Warmth Toolkit

Fairer Warmth App



The screenshot shows the Fairer Warmth App interface. At the top, there is a navigation bar with the Fairer Warmth logo and several menu items: Home, My Plan, My Property, Champion Hub, Admin, and My Profile. Below the navigation bar, a welcome message reads "Welcome Andrew Michael Ross" and "We continually add new local and national support options, grants, energy saving tips and home energy improvements. Check back regularly for updates!". The main content area features a section titled "Create Your Action Plan" with a sub-header "Based on your details, we've made a list of relevant energy support options and energy saving actions below." and a list of three numbered steps: 1. Click on the items below to learn more. 2. Add items to your action plan by clicking on the heart. 3. View your action plan →. To the right of the list is a yellow checkmark icon. Below this section is a "Energy Support Options" section with the sub-header "Grants, loans, and local schemes that you might be eligible for." and a carousel of four images: a man and a woman talking, a row of stone houses, a green field with a wind turbine and the text "ECo4", and a worker in a yellow hard hat installing insulation.

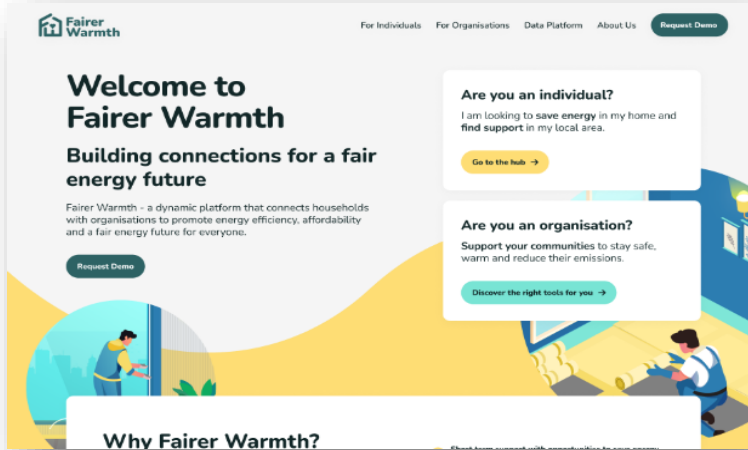


<https://app.fairerwarmth.com>

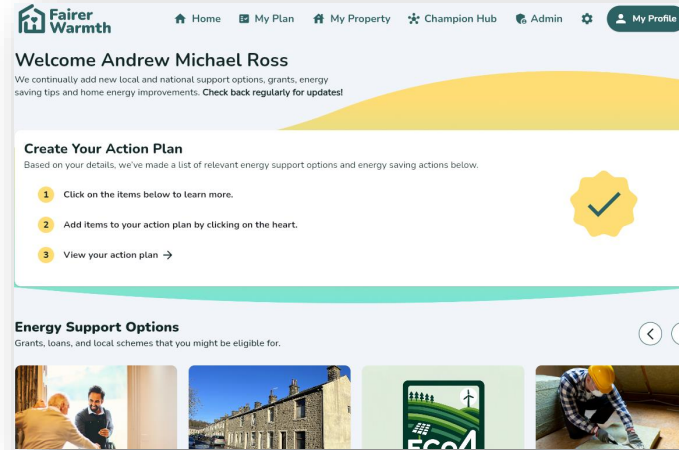
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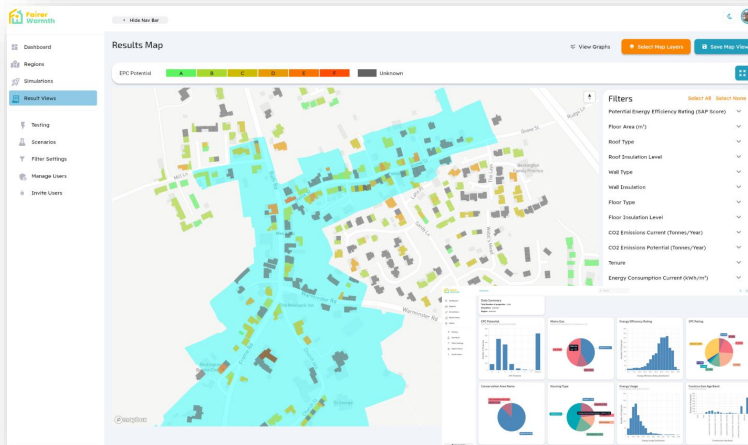
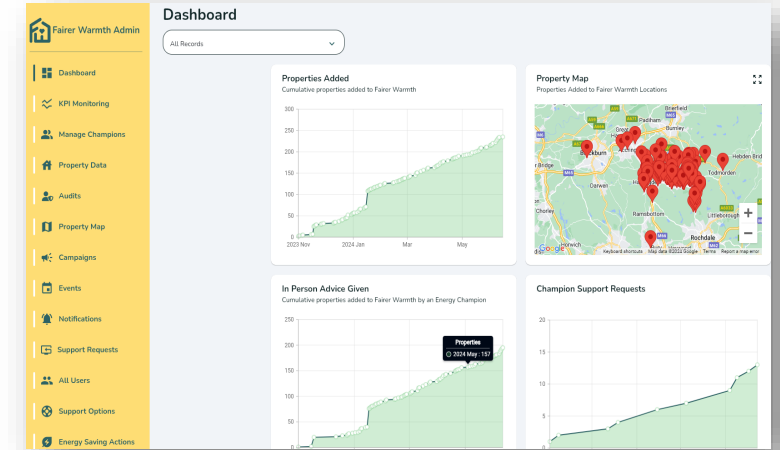
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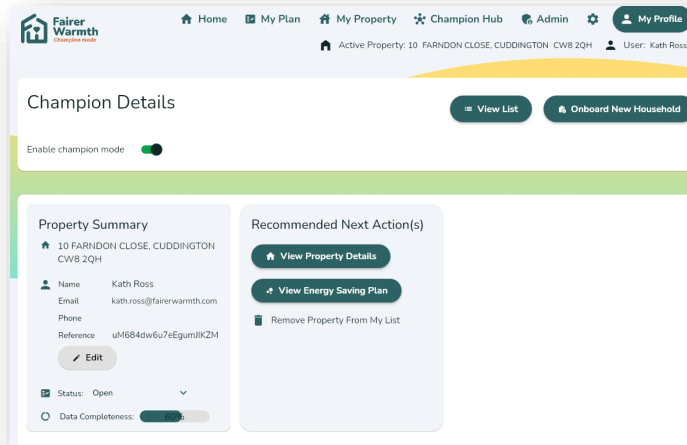
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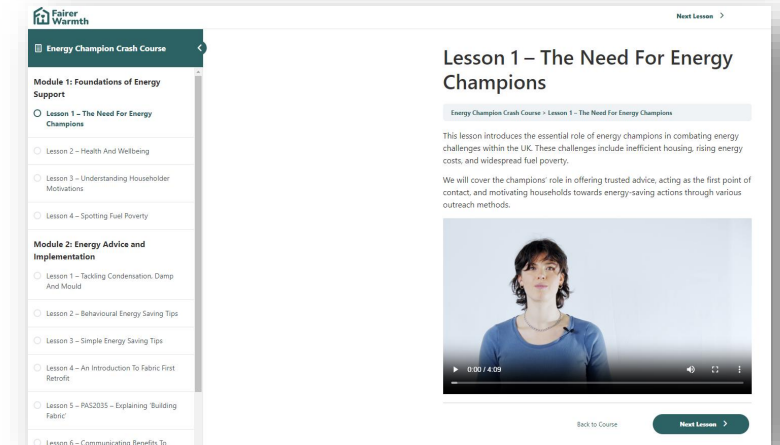
Admin System



Data Platform

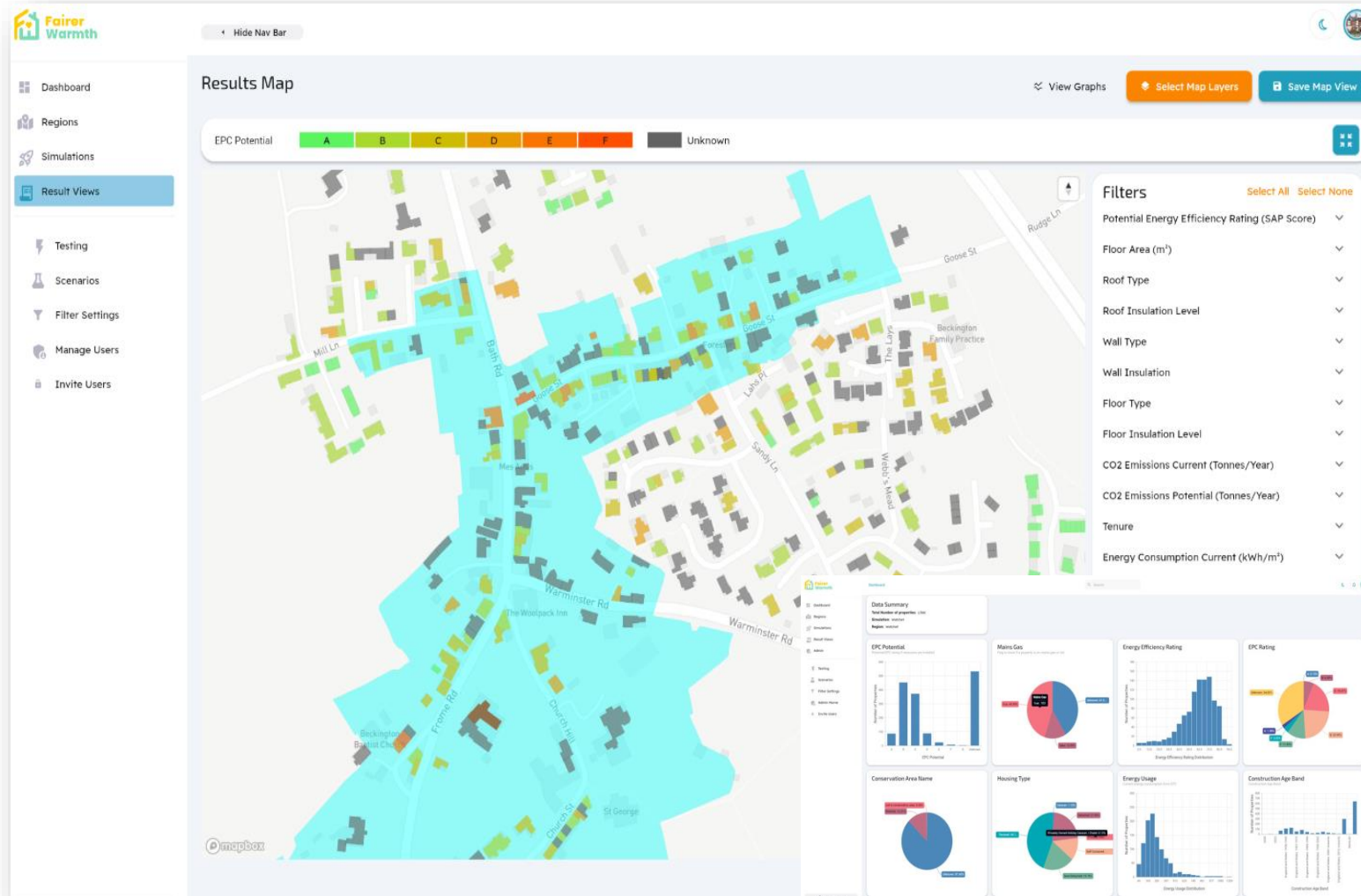


Champions' System



E-Learning Platform

The Fairer Warmth Toolkit

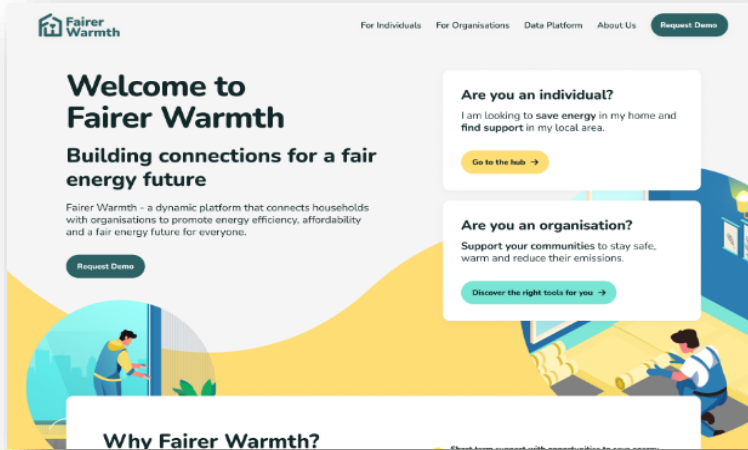


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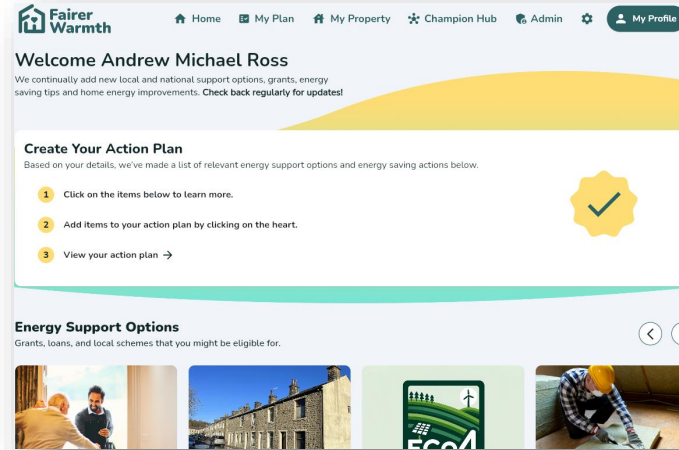
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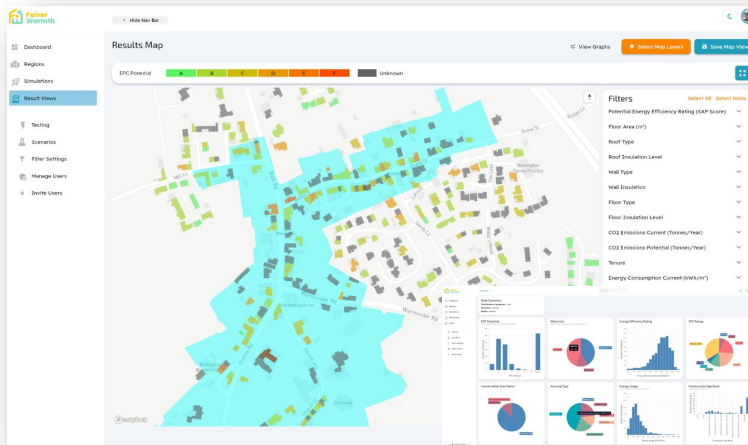
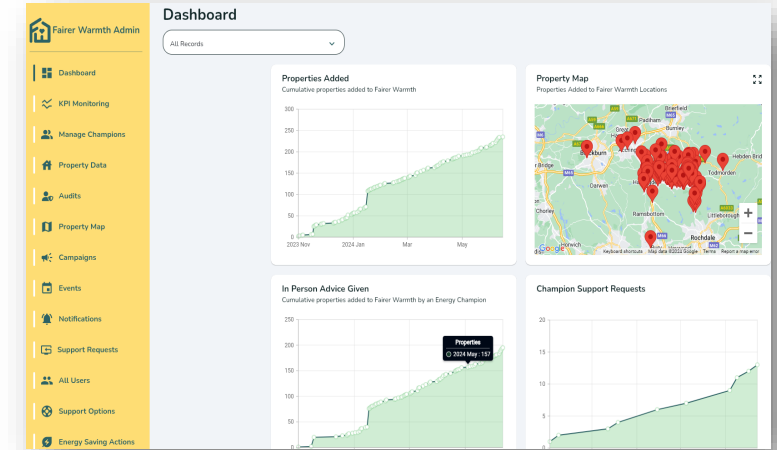
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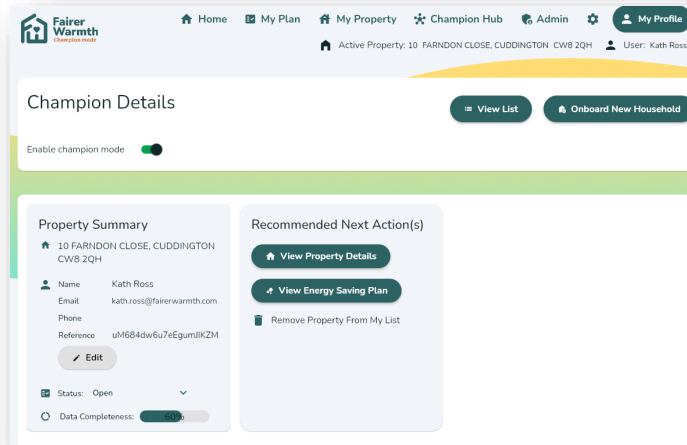
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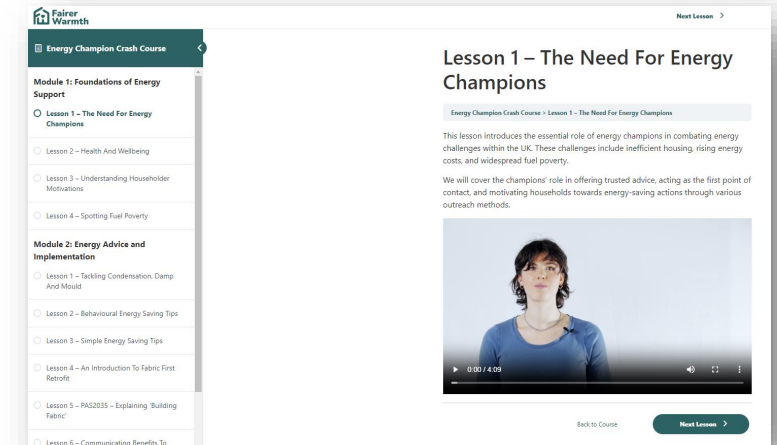
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E-Learning Platform

The Fairer Warmth Toolkit



The screenshot shows the "Champion Details" page in the Fairer Warmth system. At the top, there is a navigation bar with the Fairer Warmth logo, a "Home" button, and several menu items: "My Plan", "My Property", "Champion Hub", "Admin", and "My Profile". Below the navigation bar, the user's active property is listed as "10 FARNDON CLOSE, CUDDINGTON CW8 2QH" and the user is identified as "Kath Ross".

The main content area is titled "Champion Details" and includes two buttons: "View List" and "Onboard New Household". Below this, there is a toggle switch for "Enable champion mode" which is currently turned on.

The page is divided into two columns. The left column, titled "Property Summary", displays the following information:

- Property: 10 FARNDON CLOSE, CUDDINGTON CW8 2QH
- Name: Kath Ross
- Email: kath.ross@fairerwarmth.com
- Phone: (blank)
- Reference: uM684dw6u7eEgumJIKZM
- An "Edit" button is located below the reference.
- Status: Open (with a dropdown arrow)
- Data Completeness: 60% (indicated by a progress bar)

The right column, titled "Recommended Next Action(s)", contains three buttons:

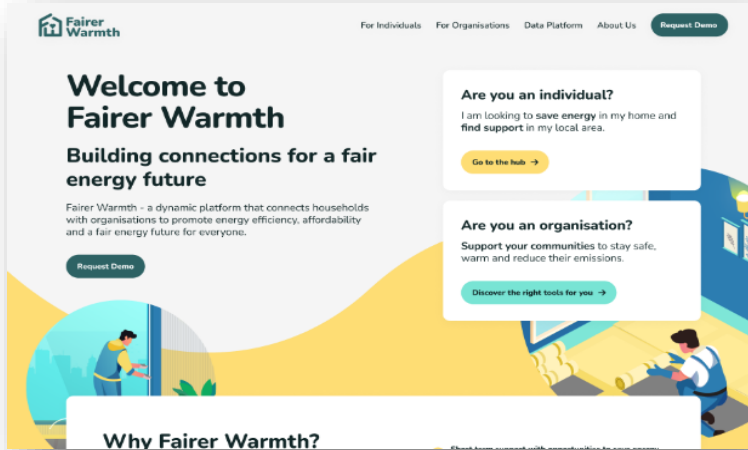
- "View Property Details"
- "View Energy Saving Plan"
- "Remove Property From My List"

Champions' System

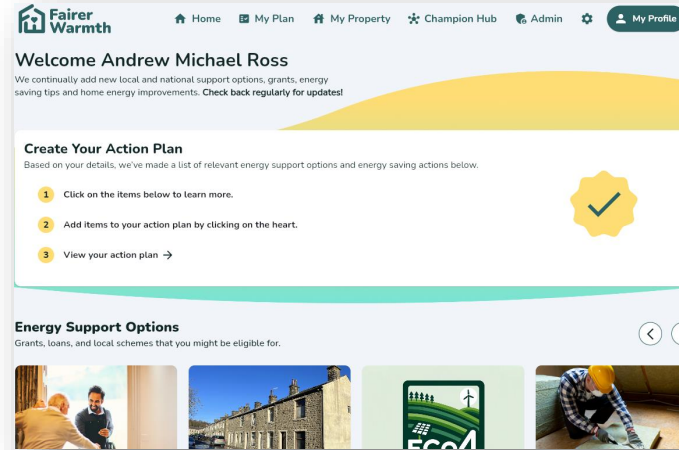
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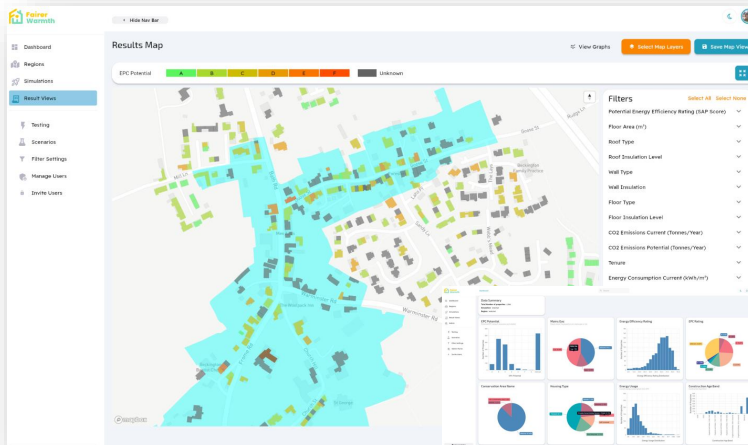
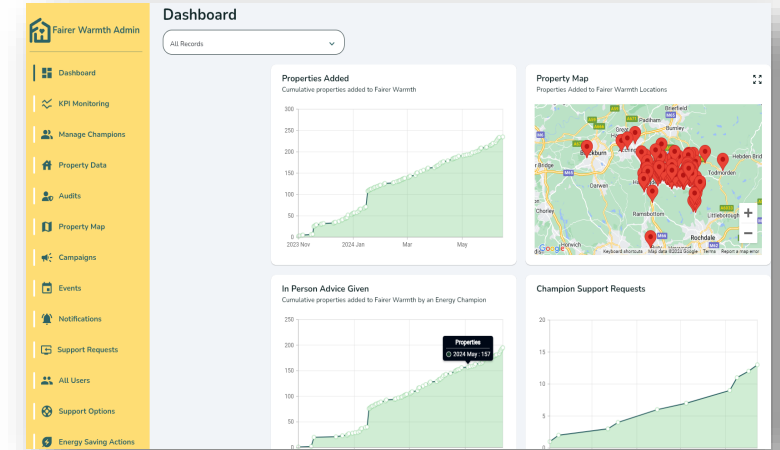
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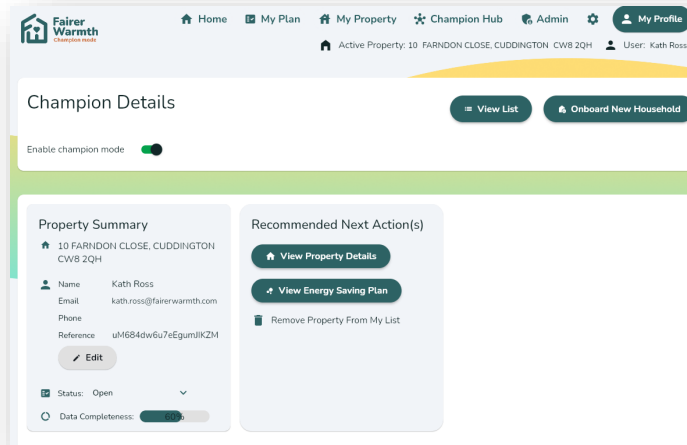
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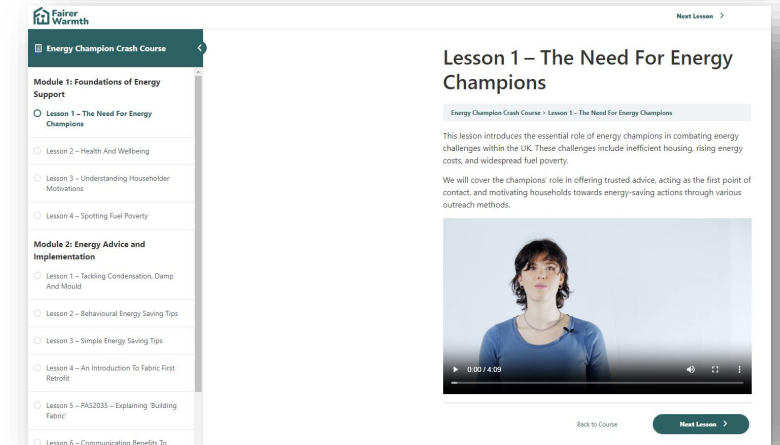
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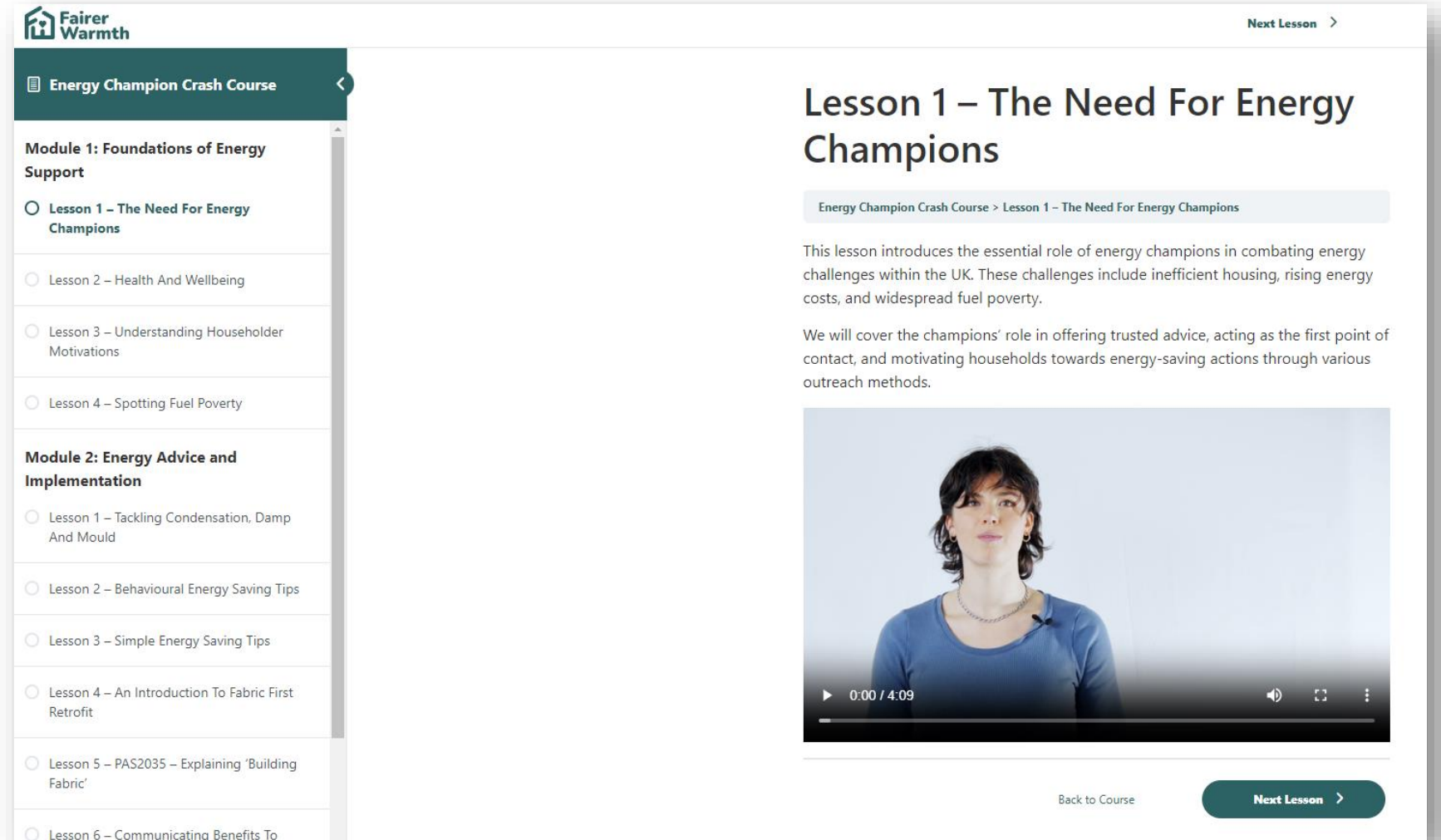


Champions' System



E-Learning Platform

The Fairer Warmth Toolkit



The screenshot displays the 'Energy Champion Crash Course' interface. On the left is a navigation sidebar with the following structure:

- Energy Champion Crash Course** (selected)
- Module 1: Foundations of Energy Support**
 - Lesson 1 – The Need For Energy Champions
 - Lesson 2 – Health And Wellbeing
 - Lesson 3 – Understanding Householder Motivations
 - Lesson 4 – Spotting Fuel Poverty
- Module 2: Energy Advice and Implementation**
 - Lesson 1 – Tackling Condensation, Damp And Mould
 - Lesson 2 – Behavioural Energy Saving Tips
 - Lesson 3 – Simple Energy Saving Tips
 - Lesson 4 – An Introduction To Fabric First Retrofit
 - Lesson 5 – PAS2035 – Explaining 'Building Fabric'
 - Lesson 6 – Communicating Benefits To

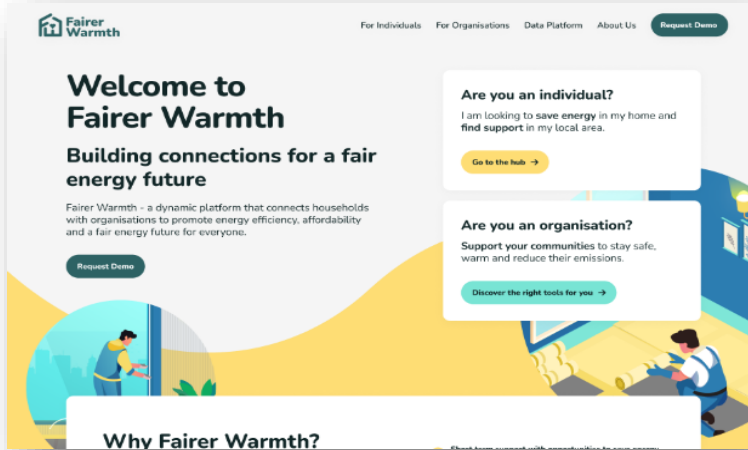
The main content area on the right is titled 'Lesson 1 – The Need For Energy Champions' and includes a breadcrumb trail: 'Energy Champion Crash Course > Lesson 1 – The Need For Energy Champions'. The text describes the lesson's focus on energy champions' roles in the UK. Below the text is a video player showing a woman speaking, with a progress bar at 0:00 / 4:09. Navigation buttons for 'Next Lesson' and 'Back to Course' are visible at the bottom.

E-Learning Platform

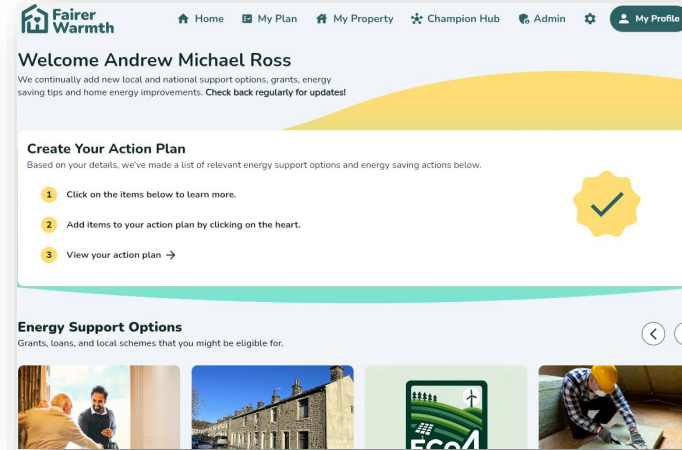
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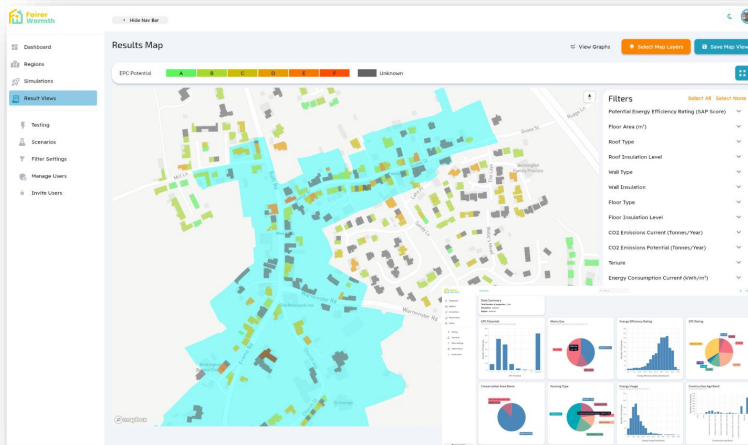
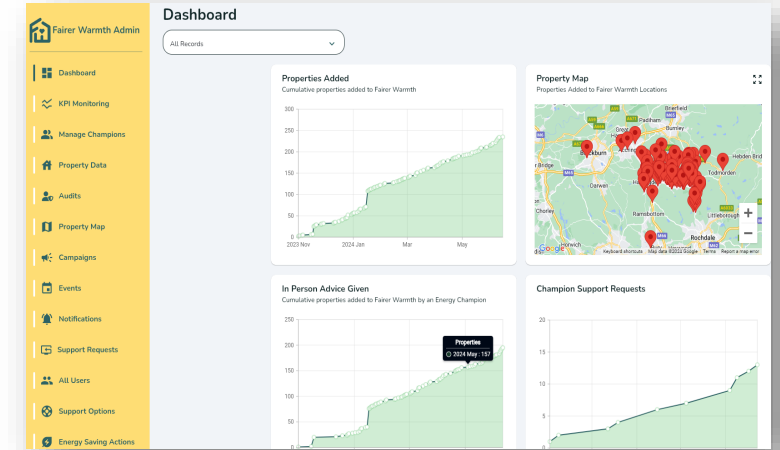
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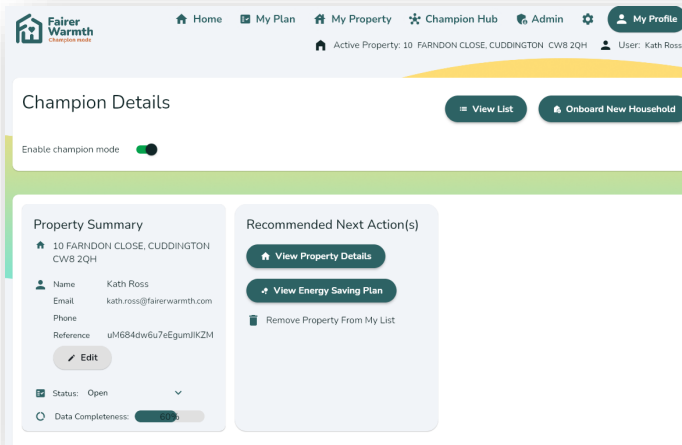
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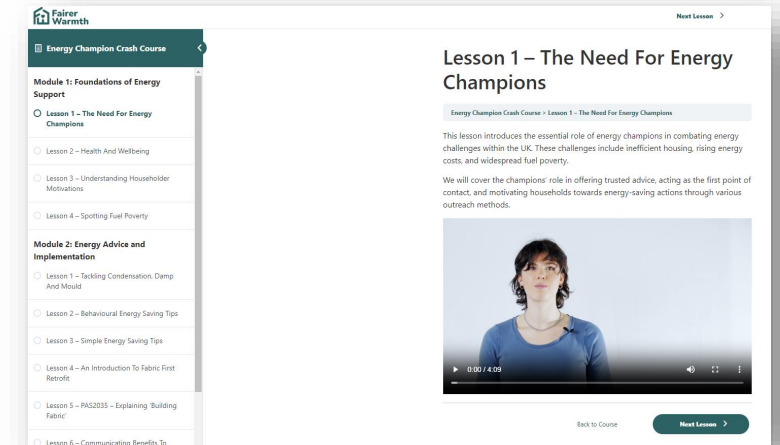
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Champions' System

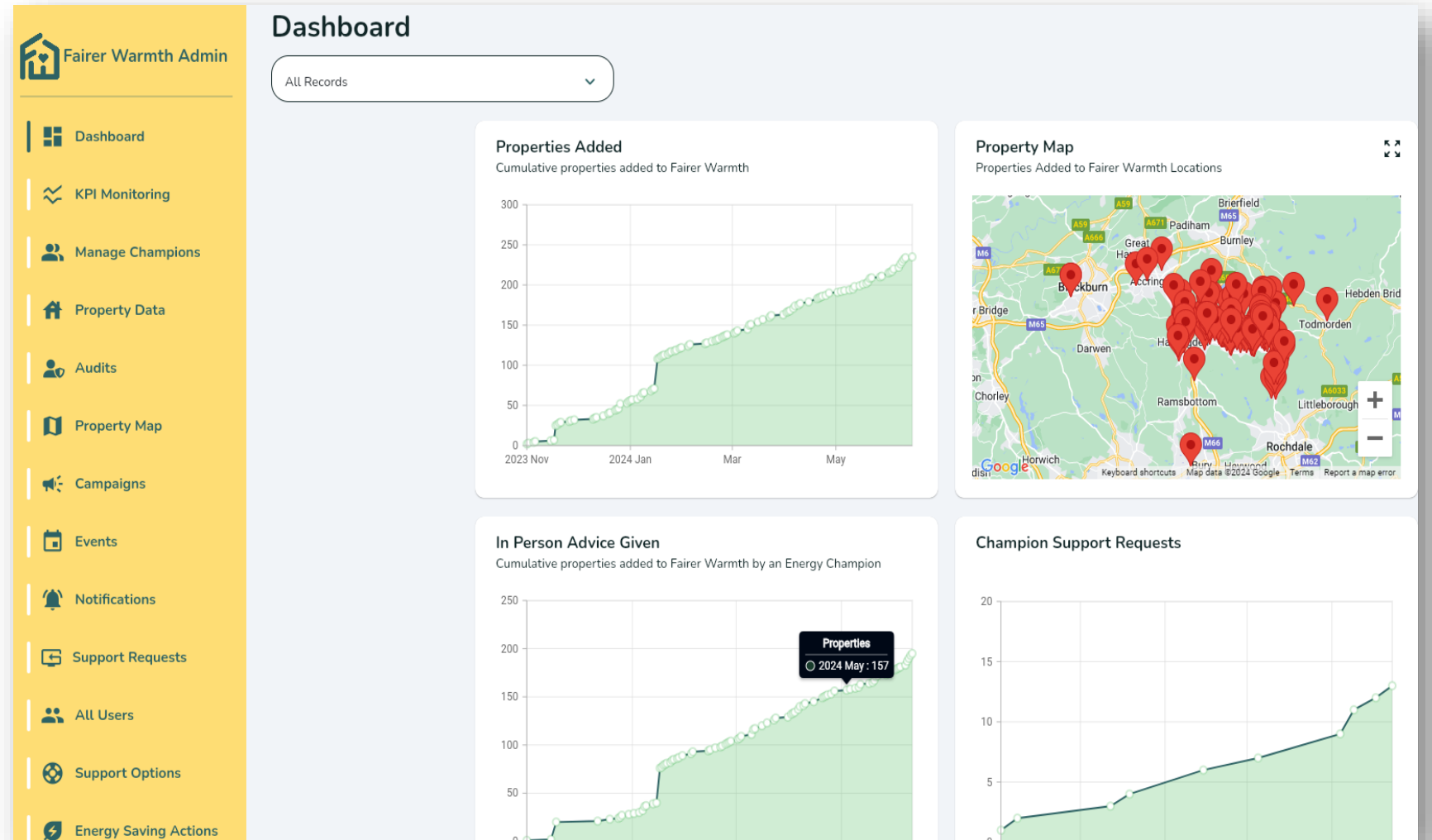


E-Learning Platform

The Fairer Warmth Toolkit

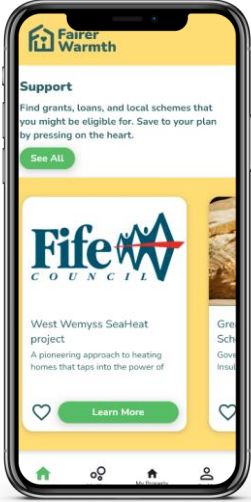
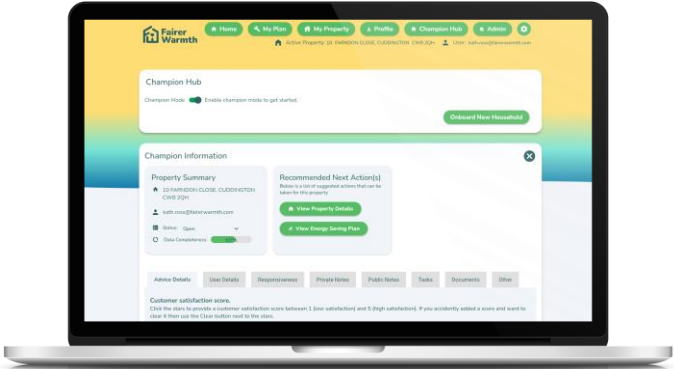
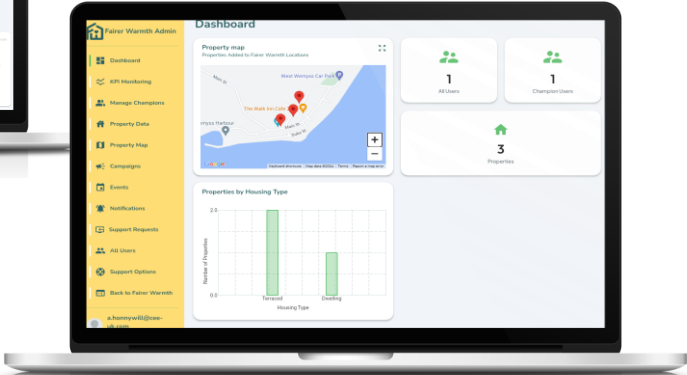
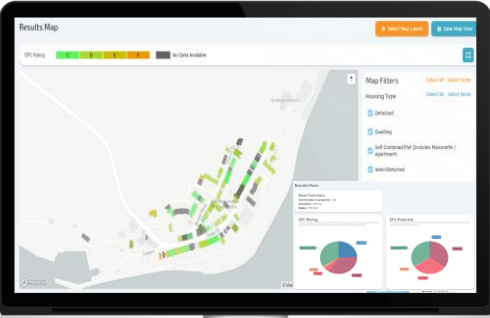
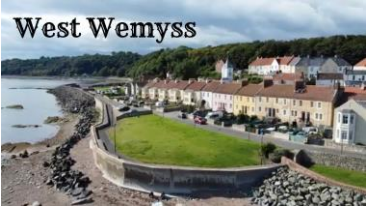


Admin System



Case Study: West Wemyss

West Wemyss is a coastal village in Fife seeking to transition towards low carbon energy. The FWH enable this through simplified planning, capacity building and community engagement.



Network and Regional Planning



Community Participation

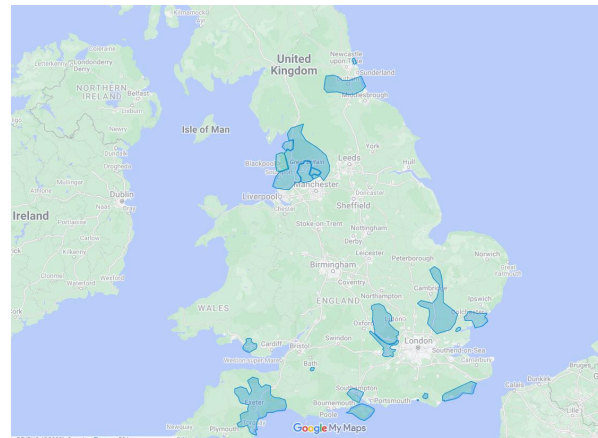
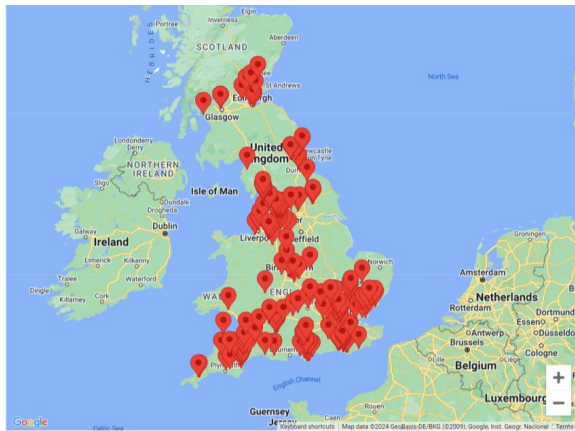
Our Impact So Far

Impact we have made

FWH has already gained significant momentum to date

Established 15 Fairer Warmth Communities nationwide

- ~1500 individual users
- 60 Energy Champions across multiple communities
- Collaborating with Regional Hubs through Local Energy Advice Demonstrators
- Utilised for DESNZ Pathfinder Projects and network projects including Net Zero Terrace Streets
- MCS Charitable Trust Funded project in Somerset
- Requested to present at IUK and CEE Events



Opportunities to Join Us!

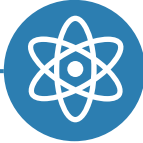


Opportunities to Join Fairer Warmth

Join Us!

We have opportunities for all organisational types and size to join the Fairer Warmth mission.

We are actively seeking partners so we can continue our momentum.



Energy Networks and Sector Partners

I want to effectively deliver energy transition programmes, create customer value and meet my regulatory objectives for advice and vulnerability support



Local Authorities and Community Groups

I want to support my region to save energy, access the right support & grants and plan for a decarbonised energy future



Housing Providers and Small Businesses

I want to safeguard my tenants, decarbonise my portfolio and buildings and enable the next generation of just transition leaders

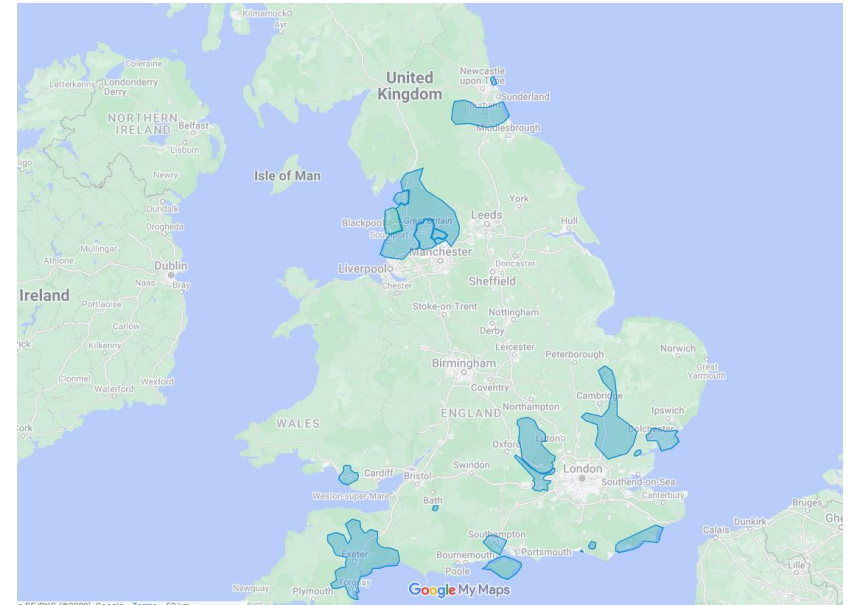


Employers and Impact Partners

I want to create and evidence positive social and carbon impacts within my organization and more widely within communities

Future Vision - Join Us!

- We want to build on our momentum...
- Scale our impact, enabling a rapid and just transition for everyone
- Please do get in touch with your thoughts, ideas and if you would like to collaborate!



www.fairerwarmth.com

Questions



Niyati Dave

niyati.dave@sgn.co.uk

Andrew Ross

a.ross@cee-uk.com

www.fairerwarmth.com

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