

Draft Scottish Energy Strategy

Energy Saving Trust

Response to SEEP consultation:

Part of our response to question 1:

Finally, we would like to comment on the final ‘challenge’ listed in the consultation document - *‘behaviours can offset any savings by inefficient use of building and heat systems, so also need to provide advice and information to change occupant behaviours’*. We wholeheartedly agree with this. Providing advice on heating controls and other energy efficient behaviours, not just physical measures should be an integral part of the SEEP advice offering. The Behaviour Change Pilot managed by the Energy Saving Trust on behalf of the Scottish Government has shown that as many as 30% of households find that their properties become too warm following the installation of energy efficient measures because they are using their heating systems as they would have before the measures were installed. Ensuring that they understand how to operate their heating systems effectively will ensure that the environmental, comfort and fuel bill savings of the physical measures are maximised. Evidence from the second phase of the pilot has shown that such advice is welcomed as part of an energy efficiency upgrade to the property and that it can be easily integrated into the other elements of SEEP. Similarly owners and occupants of non-commercial buildings need to know how to operate heating systems in order to maximise the benefits of any upgrades. The advent of ‘smart’ enabled advice – where advisors are able (provided they have consumer consent) to see householders energy use and energy use patterns should play a key role in facilitating and further refining this type of advice. We are currently working, on behalf of the Scottish Government, to develop the systems that will allow Home Energy Scotland to provide ‘smart’ enabled advice.

Part of our response to question 13:

Provide householders with more detailed tailored advice informed by smart meter data. We are working, on behalf of the Scottish Government, to ensure that as smart meters roll out the data they provide is fully integrated into the advice delivered by Home Energy Scotland. This will allow Home Energy Scotland advisors to see the energy consumption levels and patterns for a customer, which will represent a step-change in the ability of the Home Energy Scotland network to influence behaviour change regarding energy use by providing frequent, individually tailored advice.

Part of our response to question 14:

We are also working, on behalf of the Scottish Government, to ensure that as smart meters roll out the data they provide is fully integrated into the advice delivered by Home Energy Scotland. This will allow Home Energy Scotland advisors to see the energy consumption levels and patterns for a customer, which will represent a step-change in the ability of the Home Energy Scotland network to influence behaviour change regarding energy use by providing frequent, individually tailored advice. The intention is that householders will also be able to view this information digitally. We are also exploring, again on behalf of the Scottish Government, how smart meter data could be used to improve the tool used by the Home Energy Scotland

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renewables and energy efficiency specialist advisers to recommend measures and estimate resultant saving by enabling it to take into account the detailed view of household energy use which smart meter data provides.

Part of our response to question 15:

As described earlier we see considerable potential to link SEEP delivery with the UK Government's smart meter roll out. Specifically, we see the potential to use smart meter data to inform personalised energy advice. Using smart meter data will allow us to see the energy consumption levels and patterns for a customer, which will represent a step-change in the ability of the Home Energy Scotland network to influence behaviour change regarding energy use by providing frequent, individually tailored advice. We look forward to continuing to work with the Scottish Government to develop such services over the coming years.

Response to Energy Strategy consultation:

Part of our response to question 8:

We do however have one amendment to suggest. This relates to the second priority area – *'Helping energy consumers to manage their bills, harnessing smart technology in the home and supporting new business models in the energy retail energy market'*. We think that it would be helpful to reword this to acknowledge the role that smart technology will play in the non-domestic sector. The roll out of smart meters, for example, covers small businesses as well as homes. It will be important to ensure that the benefits of these and other smart technologies are realised beyond just the domestic sector.

Part of our response to question 9:

We also very much welcome the commitment to *'support HES to improve consumers' understanding of their consumption patterns and help reduce energy bills, to enhance the consumer experience of Smart Meter roll out'*. This will represent a real step-change in the ability of the HES network to influence behaviour change regarding energy use and will provide householders with even more accurate information on which to base energy efficiency investment decisions. The ability to access smart meter data (with consumer consent) could also represent a step change in the ability to evaluate the impact of energy efficiency and behaviour change programmes. We look forward to continuing to work with the Scottish Government in this area.

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