

# SMART-UP

CONSUMER EMPOWERMENT IN A SMART METER WORLD

# NEWS



Action for Warm Homes

Edition 2

## Welcome to the second edition of SMART-UP News

SMART-UP is a cross-European project funded by the EU's Horizon 2020 Research and Innovation Fund. Through the project, agencies in France, Spain, Italy, Malta and the UK are coordinating projects to provide advice to vulnerable smart meter customers and measure the impact that this has on the extent to which they engage with the meter and change their energy use behaviour. The project began in February 2015 and will conclude in March 2018.

This newsletter is for those already working on SMART-UP and anyone who's interested in learning more about the project. Over coming editions we will provide you with tips on how you can engage households with their smart meter and IHD and activities, events and publications to help you keep up to date with smart meter news in the UK.

### Progress so far across Europe



- 431 stakeholders able to assist vulnerable householders via SMART-UP training
- Over 4,000 households able to better use their energy via SMART-UP advice
- SMART-UP messages have reached almost 60,000 people through communication and dissemination
- Engagement with and interest from national policy-makers

### SMART-UP in the UK

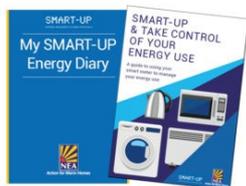


SMART-UP in the UK is being coordinated by fuel poverty charity National Energy Action, and delivered through partnerships with four housing associations - WM Housing Group, Gentoo Group, The Riverside Group and Freebridge Community Housing. Groundwork Leeds have also provided additional support in helping to identify and recruit householders to the project.

To date, this support has helped us to provide around 100 households with advice, and also collect baseline information that will help us monitor the impact of this advice.

Any questions on SMART-UP can be directed to your housing association SMART-UP lead, or to **Sarah Wright** at NEA.

## SMART-UP resources



NEA has designed and printed a range of guidance including Smart Up – and Take Control of Your Energy – a guide to using the in-home display and adjusting energy behaviour accordingly – and My Energy Diary, a paper-based tool for those who would prefer to record their activities and energy consumption manually. These should have been provided to anyone delivering SMART-UP support as part of the project but are also available at [www.nea.org.uk/projects/smart-up](http://www.nea.org.uk/projects/smart-up).

The SMART-UP website provides an overview of the project at EU level. [smartup-project.eu](http://smartup-project.eu)

Smart Energy GB provides a list of frequently asked questions about smart meters and the rollout at [www.smartenergygb.org/en/faqs](http://www.smartenergygb.org/en/faqs)

## Resources to help you identify and assist people in fuel poverty



### Fuel Poverty Action Guides

The Fuel Poverty Action Guides are designed to be practical and easy-to-use documents to help you identify the best solutions for householders who are worried about keeping their homes warm and paying their energy bills.

There is help and support available from a range of providers. These guides aim to give you the tools you need to identify help quickly and easily.

[Click here to download the Fuel Poverty Action Guides.](#)



**Take a meter reading**

Get regular meter readings and submit them to your energy supplier as this will help you keep an eye on your energy cost and keep your bills accurate.

If you receive a bill and it has an 'X' marked against the meter reading then this means it is 'estimated' for you. You may not receive the right amount for your energy. Check your meter reading against the supplier's meter reading to see if you are correct.

Meters are read from left to right. Don't include any numbers that are not in a red box.

**Contact your supplier to discuss your energy debt**

If you are unable to pay your energy supplier and struggling to pay the bill, it's best to speak to your supplier as soon as possible. If they have a debt, a solution may be available to you to help a solution.

Ask to set up a payment plan and for details about what you can afford to repay. You don't want to have your electricity or gas supply cut off.

### Your Home Energy Checklist

The Your Home Energy Checklist has steps to help people manage their energy bills and keep their home warm.

[Click here to download the checklist.](#)



### Steps to Affordable Warmth Videos

Our 'Steps to Affordable Warmth' videos take the viewer through the different stages required to keep them warm, well and safe in their home as well as advising on extra benefits and energy discounts they may be entitled to.

Designed to be shared at community events, with clients or publicised online, the short films can be viewed as one full guide or broken down step-by-step allowing you to tailor the advice you're providing to different audiences.

[Click here for the videos.](#)

## Fuel poverty updates



### Fuel poverty levels continue to rise

On 29 June, new fuel poverty statistics for England were released by the UK Government and show an increase in fuel poverty levels; back to one of the highest levels we have seen since 1996.

Fuel poverty now affects around 2.5 million households, representing approximately 11% of all English households compared to 2.38 million households (or 10.6% of all households) in England in 2014. The figures for 2014 were also a small increase from 2.35 million households in 2013, the level of fuel poverty prior to the fuel poverty strategy being passed in Parliament.

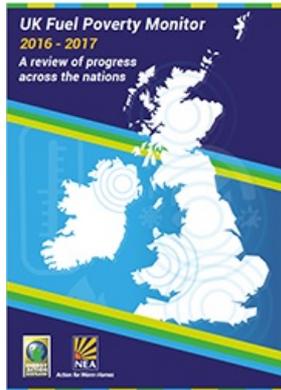
The fuel poverty gap – an estimation of the additional amount that those in fuel poverty need to pay to heat their homes adequately compared to

average households – has not shown any real progress either, and remains at around £884 million.

The average fuel poverty gap – the additional amount one average fuel poor household would need to spend – has decreased slightly and is now estimated for 2015 at £353 per year for low-income households living in the least efficient homes.

The news came on the same day the Climate Change Committee (CCC) urged the UK Government to increase support for energy efficiency to meet carbon and fuel poverty targets. In response, NEA and Energy Action Scotland called for adequate UK wide resources to stop tragic winter deaths and a joint ministerial summit on health and fuel poverty with representatives from across all four nations' governments.

[View the fuel poverty statics report here \(Gov.UK\)](#)  
[View the Climate Change Committee's report here \(CCC website\)](#)  
[To read the NEA press response visit the NEA website.](#)



## New UK Fuel Poverty Monitor published

NEA and EAS have published the new edition of the UK Fuel Poverty Monitor. It has a special focus on the link between fuel poverty and health and provides the latest national fuel poverty statistics and an update on the key aspects of policy which impact on 4 million fuel poor households as well as the population at large.

The report claims there is no central government investment in UK-wide energy efficiency programmes. GB-wide resources that might help meet the costs of cold related morbidity are also declining.

In England currently there is still no central government investment in fuel poverty and health related schemes or energy efficiency programmes overall.

The report recommends that the new United Kingdom Shared Prosperity Fund and the National Productivity Investment Fund should support initiatives to meet fuel poverty commitments across the UK nations and more generally improve our unhealthy and inefficient housing stock.

The report concludes there are over 12 million homes across the UK that are potentially damaging the health of their occupants and are less efficient than a modern home. Around 4 million contain households on the lowest incomes.

The full UK Fuel Poverty Monitor 2016-17 and executive summary are now available to download from the [NEA website](#).

## Smart Energy GB small grants fund



The voice of the  
smart meter rollout

The Smart Energy GB in Communities Fund is seeking applications from not-for-profit organisations who can help engage people and communities across Great Britain with smart meters and the rollout. Organisations are required to be working with people over 65 who have no personal internet access to be eligible for funding.

Organisations will have a trusted voice in their community and will provide education, reassurance and direct support to people in our target group to help them address barriers around confidence in new technology with reference to smart meters.

Small grants of up to £5,000 are available for community organisations, regional groups and local authorities that can reach and deliver support to people over the age of 65 who have no personal internet access.

Applications are now open and will close at 5pm on Wednesday 19 July 2017. Funded projects must commence on or after 7 August 2017 and be completed by 1 December 2017.

[For more information and to apply, click here.](#)

This email was sent to {EMAIL}

You received this email because you are subscribed to receive SMART-UP mailings. You can unsubscribe at any time by clicking the link below.

NEA is an independent charity, Registration No. 290511. Company limited by guarantee. Registered in England No. 1853927.  
Registered office: West One, Forth Banks, Newcastle upon Tyne, NE1 3PA

[Unsubscribe here](#)

© 2017 National Energy Action