

TRIME Energy training for Energy Ambassadors





TRIME is a Pan-European project helping social housing customers reduce their energy use; enabling them to save money and live a healthier lifestyle.



[name of pilot area]

Welcome!
Welkom!
Bienvenue!
Bienvenida!



['Housekeeping':

- Fire exists / planned drills***
- Facilities***
- Health and Safety***
- Etc.....]***

***[Outline timetable for the day –
lots of breaks!]***

Aims for Today?

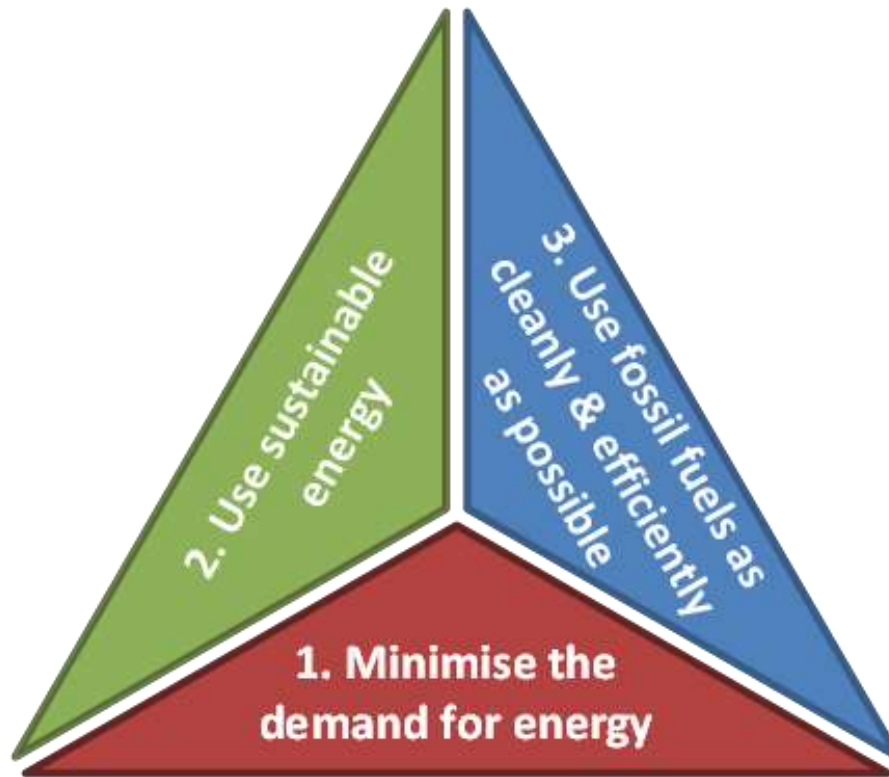
1. What is TRIME?
2. Why is energy saving important?
3. The Fundamentals?
4. What is a [enter area name here] **Energy Ambassador?**

What is...?



TRIME

Trias Mores Energetica (TRIME) is an energy saving project that runs in 5 countries (UK, France, Spain, the Netherlands and Belgium) for 3 years (2014-2017) but the concept can be used beyond 2017



TRIME aims to:

- Reduce household energy consumption
- Build a community of Energy Ambassadors
- Save you money on your household bills
- Encourage people to use energy more efficiently

How much do you already know?



Split teams into two and complete **QUIZ 1** : ‘True or false?’

Why is Energy Saving Important to you?

Why is Energy Saving Important to **you**?

1. Reduce **ENERGY** bills

Average household energy bill:

2004 - £522

2012 - £1.300

2016 - £2.500

Keeping warm means cutting spending on other things

Cost of energy = top household worry for 90% of Britons

Why is Energy Saving Important to **you**?

2. Environmental **IMPACT**

- Must use the planets resources efficiently
- Impact of Climate Change?
- GO **GREEN!**

Why is Energy Saving Important to **you**?

3. Consequences of **FUEL POVERTY**



- Household income
- Current cost of energy
- Energy efficiency of home

Recognising someone in Fuel Poverty?

Neighbours may tell you that:

- Their home is too cold
- Their home is draughty
- Fuel bills are too high
- Their home suffers from damp

What to look for if you are in someone's home:

- Feels cold and/or draughty
- Smells damp or visible signs of damp
- No visible form of heating OR only electric fires, fan heaters, oil-filled radiators, bottle gas heaters

Inadequate heating can lead to **health issues**

- Respiratory problems
- Circulatory problems
- Increased risk of poor mental health.

Estimates suggest that some **10%** of excess winter deaths are directly attributable to fuel poverty.

Staying **warm** and **well**

Room temperature	Health effects
21°C	Recommended living room temperature
18°C	Minimum temperature with no health risk, though may feel cold
Under 16°C	Resistance to respiratory diseases may be diminished
9-12°C	Increases blood pressure and risk of cardiovascular disease
5°C	High risk hypothermia

The Fundamentals of Energy



What is **1 kWh**?

Energy consumption is commonly measured in kilowatt-hour (kWh), which is the equivalent to the power expended in one hour (1 h).

The kilowatt-hour is not a standard unit in any formal system, but it is commonly used in electrical applications.

1kwh = *[enter value in your currency here]*

What can you do with 1 kWh?

In the living room

Watch TV for 3-5 hours

Watch a DVD for a week

Play for a day on a games console

In the kitchen

Run your fridge for a day or a freezer for 2 days

Cook a chicken in the oven or use the microwave for 1 hour

In the bathroom

You'll need 2kWh to take a shower and 4kWh to take a bath

In the laundry room

Wash your clothes once. But you'll need 3kWh to use the tumble-dryer!

What can you do with **1 kWh**?

Lighting

Depending on where you live you can light your house for 1.5 days. Choose your lights carefully: with 1kWh, you can use a halogen lamp for only 2 hours, while you can use 7 low-consumption bulbs for 7 hours!

Thermal comfort

You can heat your home for 1 hour, or if you need it, you can run an AC for 6 hours

In the office

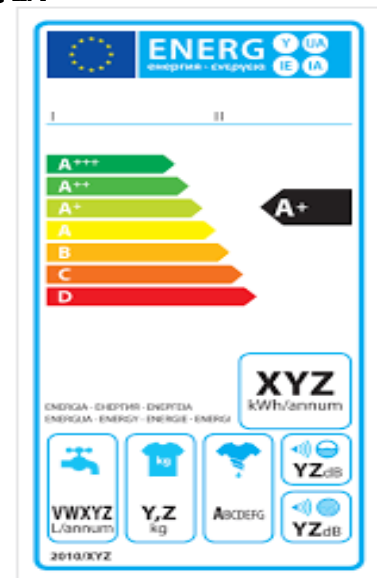
Use your computer for half a day or your laptop for a day and a half.

The EU Energy Label

Gives information about the energy efficiency of a product. The label also shows total energy consumption

The following household products will have the label displayed:

- Refrigerators, freezers and fridge-freezers
- Washing machines
- Electric tumble dryers
- Combined washer-dryers
- Dishwashers
- Lamps (light bulbs)
- Electric ovens
- Air conditioners
- Televisions



How do we **USE ENERGY AT HOME?**

We need energy for:

- Space heating
- Hot water
- Lighting
- Appliances



Where does all the **money** go?

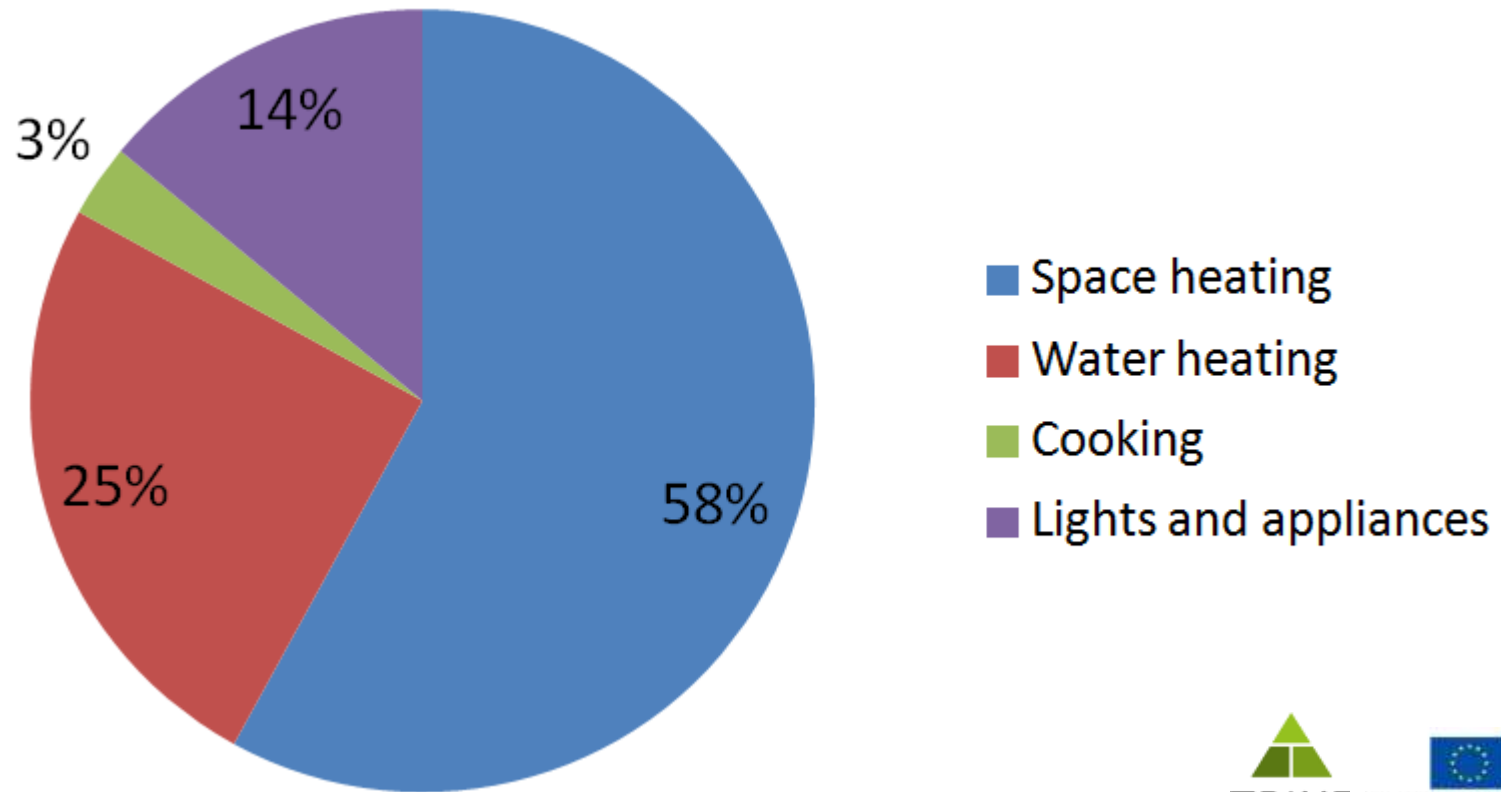
Average household spend on energy = £1,300 per annum

In groups, try to guess what proportion of this is spent on:

- Space heating
- Water heating
- Cooking
- Lights and appliances



[Insert statistics based on your context]



Space Heating

Different ways of heating our rooms:

- Central heating with a gas boiler (or oil-fired in off-gas areas)
- Electric storage heaters
- Plug in heaters – wall-mounted convector heaters, small fan heaters or radiators
- Open fires and wood burners
- Heat pumps



Hot Water

Different ways to heat our water:

- From the same boiler that feeds our central heating (gas or oil):
 - a) Combi (heats water on demand)
 - b) With a storage tank (heats water at set times and stores it ready for use)
- From an immersion heater (electric)
- Solar water heating



[Insert other systems that are relevant to your context]

Water Consumption

Reducing your HOT water consumption will also save you money!

Did you know:

- Taking a bath is the equivalent of having 3 showers!
- Washing your clothes at 30 °C can save you £15 per year, every year!
- Installing an energy efficient showerhead can reduce the amount of hot water you consume by 50%
- Installing tap flow regulators can reduce the amount of hot water you consume by 50%

Lighting

Fixed lighting:

- Ceiling spots
- Pendant lights
- Kitchen units
- External/security lighting

Plug in lighting:

- Table lamps
- Bedside lamps
- Floor lamps



Did you know? *A average house has 45 lightbulbs*



Type of bulb:	Incandescent	CFL	LED
Wattage	60	13	6
Cost to purchase	£1	£2	£10
Lifespan (hours)	1,200	8,000	50,000
Annual energy consumption	120kWh	27.5kWh	12kWh
Annual running cost	£15	£5.30	£1.50
Number of bulbs over 10 years	16.5	1.5	1
Total cost over 20 years	£166	£56	£25

Appliances

Actions residents can take:


- Make it a habit to switch off your appliances from the plug point; it saves an 5% of power! This represents 300 to 500 kWh per house and per year (equal to an iron running non-stop for 6 months)
- A TV screen left on 'standby mode' for a year can cost up to 20 euros
- A multi-switch-socket allows you to turn them all off at the sametime and avoiding wasting unnecessary power and money!

Understanding energy bills




[Adapt section to your context]

Choosing the best supplier and tariff

- Six major suppliers
- Lots of tariffs to choose from:
 - Dual fuel
 - Green
 - Online
 - Fixed and capped tariffs
 - Economy 7
 - Prepayment
- Shop around to get the best deal - 0800 0014 706 or go to <https://energylinx.co.uk/energy/nhf/>
- Important to submit regular meter readings



www.edfenergy.com
questions?
0800 096 9000
Mon - Fri, 8am - 8pm
Sat - Sun, 8am - 2pm
account number
774 134 237 4010

Legend:  = actual reading  = customer reading  = estimated reading



bill breakdown

payments over last period

Amount of last bill £48.48

Payments by cheque, received on 20 Dec 06 - £48.48

charges for this period

Electricity you've used this period	Meter: 31833	Tariff: Domestic	unit charges	total
Electricity used	32897 	33427 	first 227 at 13.25p	£30.08
			next 303 at 7.88p	£23.88
Total before VAT				£53.96
VAT at 5%				£2.70
Total including VAT at 5%				£56.66
Total for this period				£56.66

Please pay by 10 March 07

Further messages relating to your bill will be shown here.

Understanding your bill

Page 1 of 2 visit us online at yourenergysupplier.co.uk

energysupplier

Mrs J Jones,
109 Clear Street,
London,
SW1 1AB

1 **Need help?**
Call 0845 000 123
Mon - Fri - 7am - 8pm
Saturday - 8pm - 6pm
Sunday - 10pm - 4pm
Please have your customer reference number when you call us.

2 **Customer Reference Number 1234 5678 1234**

3 **Bill date: 31st March**

Your Gas & Electricity Bill
Please pay £283.68 by July 31st

4 **Billing Summary**
Bill period: **01 January to 31st March**

5

Your last bill	£193.32
Payment received on 29th December	£193.32 credit
Balance before this bill	£0.00
Energy you've used (estimated reading)	£270.17
VAT at 5%	£13.51
Please pay	£283.68

6

7


8 **Please pay** £283.68

We must receive your payment by 31st July

9 **Additional information**
Any information your supplier wants to show you will be placed here, including details of special offers or online account management.

10 Electricity Supply Number

S	01	123	456
	12	2345	6789 456



Your electricity **supply number** will appear in this box format. Sometimes you need this if you switch supplier.

Understanding your bill

Your meter point reference (MPRN) usually appears here. You will need to quote this if you switch supplier

Your current plan name should be shown on your bill. You'll need this to compare tariffs.

This shows whether your bill is based on an actual reading or is estimated

This shows how much energy you've used, measures in kWh and how much you pay for that (which is determined by your plan)

Page 2 of 2 visit us online at yourenergysupplier.co.uk

Your usage - in detail

Meter readings for meter number **7123156781** 11
Your current tariff is **Standard** 12

13 Previous reading	Recent reading	Units used	Units as kWh	Pence per kWh	Charges for energy used
80120 (ELECTRICITY)	80925	N/A	805 over 90 days	First 222 kWh at 17.312 p Next 583 kWh at 8.635 p	38.43 50.34
8561 (GAS)	8761	200	6286 over 90 days	First 1430 kWh at 4.152 p Next 4856 kWh at 2.513p	59.37 122.03
14 January (reading)					
		14 April (estimate)			

Total charges: £270.17

Estimated meter readings

Estimated readings are based on your previous usage to date. If we don't hold details of your previous usage, we base the readings on average consumption levels.

To make sure you receive accurate bills, please contact us directly to submit your meter readings.

How we calculate your gas charges

We convert gas units to kilowatt hours as follows: units used x 2.83 (metric conversion factor) x 1.02321 (volume conversion factor) x 39.1 (calorific value) divided by 3.6 (kilowatt hour conversion factor).

Services for customers with specific needs 14

If you have any special needs, please contact us to let us know. We can send you your bills in large print or in braille, or on audio tape if required.

To find out what we can do to help you, please call us on 0845 123 4567.

15 Energy payment slip

Reference (customer account number)

Credit account number

Amount due

Cashier's stamp and initials

Your signature

Date

Bank Giro Credit

By transfer from bank account number

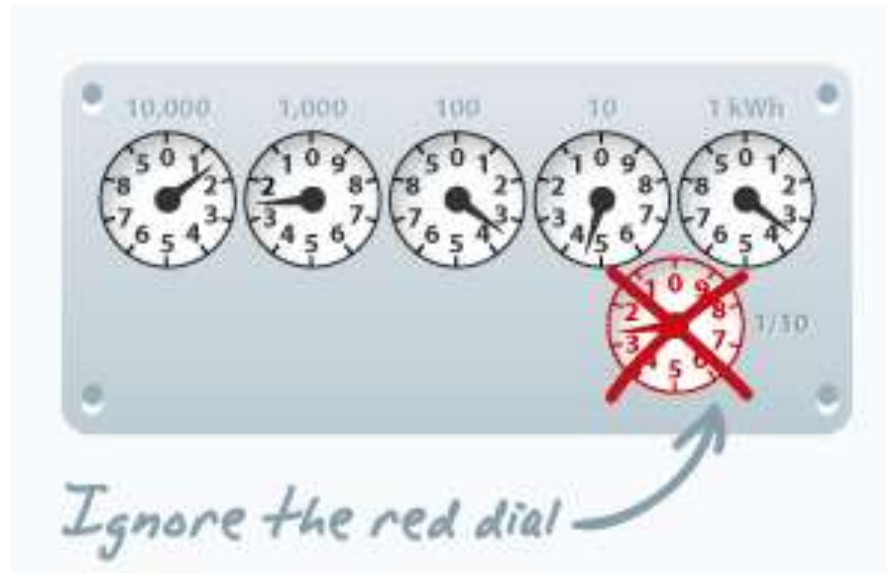
Total cash

Cheques

£

Please do not write or mark below this line or fold this counterfoil

Reading a meter



Help with paying energy bills

Winter fuel and cold weather payments (automatic)

Warm Homes Discount Scheme:

Rebates available for Pension Credit recipients



Energy Angels:

Search and compare every tariff available from every single supplier in the UK. <http://energy.money-angels.com/>

What is a [add your area
here] Energy
Ambassador?

Why get involved?

- To champion energy saving with your neighbours
- Fight the good fight against expensive energy bills!
- Develop new skills
- Meet your neighbours
- **SAVE** yourself some money!

What will I be doing?

Visit 10 of your neighbours to provide them with information about ways to take money off energy bills:

- Using the TRIME Top Tips
- Using your TRIME toolkit (over a cup of tea)

Offer them to take the TRIME Challenge on the TRIME EU website

What is the TRIME TOOLKIT?

- Every Energy Ambassador will receive a **TRIME TOOLKIT** to talk with your neighbours about energy saving



What will I receive?

- 1-2-1 support from [named staff at your Housing Association]
- You get to keep the TRIME Toolkit, packed full of energy saving tools and tips
- An electronic tablet full of training materials and resources, which you can also keep

Complete the Quiz

- *Delegates split into their two teams*
- *Complete **Quiz 2:**
'The Fundamentals'*



R **E** **C** **A** **P**

Thank you