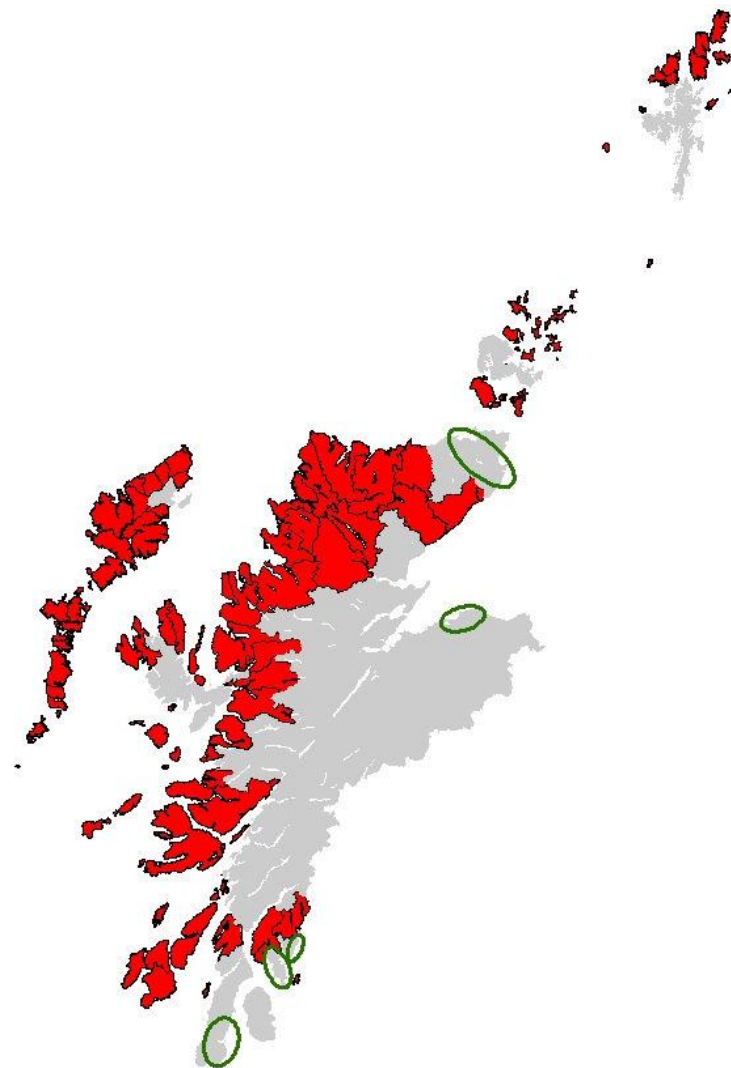
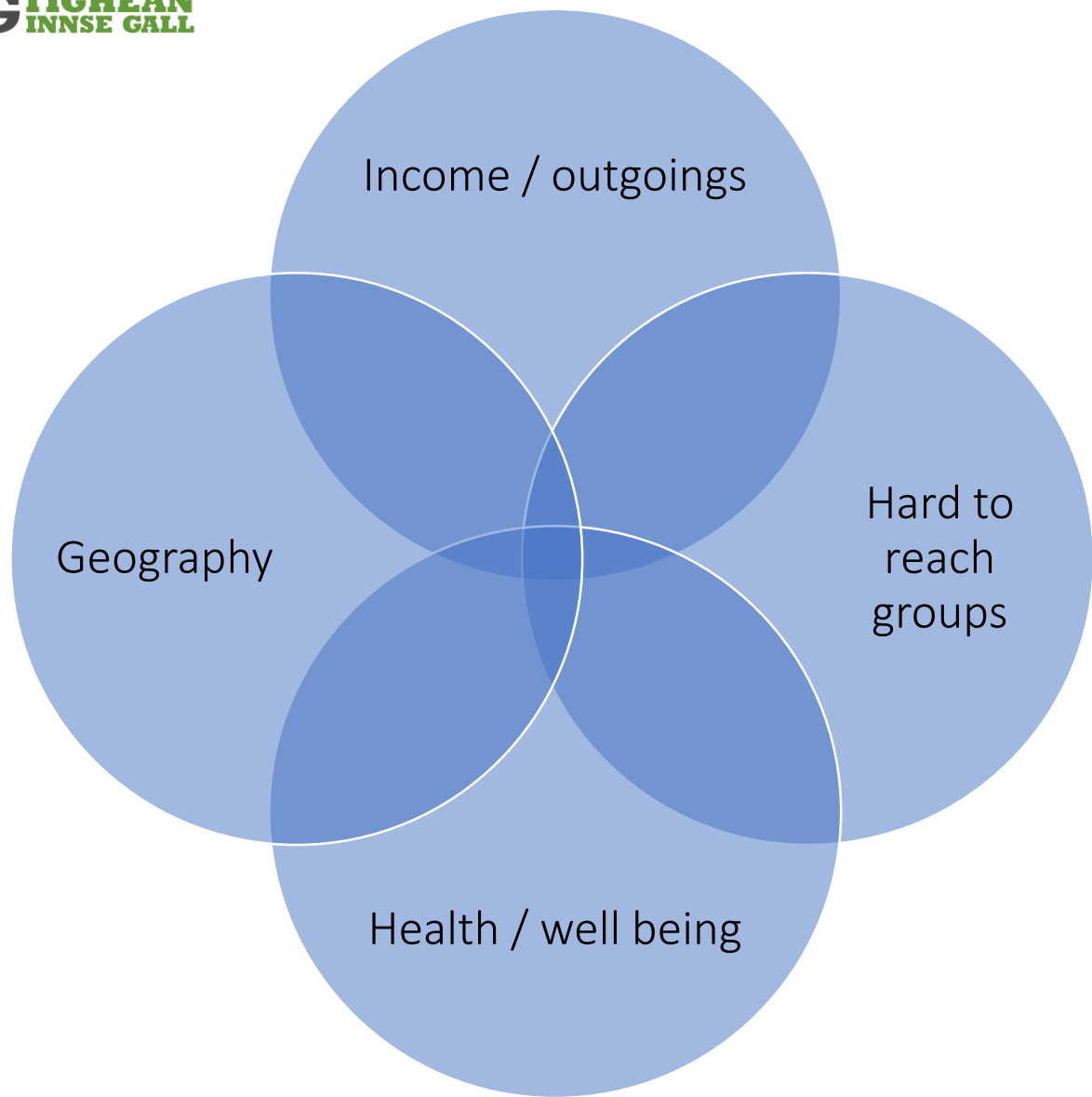


# Encouraging citizen participation: Increasing take up of efficiency

**Tighean Innse Gall**

*Local, Trusted and for the Community*



## A community benefitting from local production

The Galson estate trust is celebrating 10 years of community land ownership

56,000 acre estate, 2000 people, 22 villages

3 X 900kw turbines, in 2<sup>nd</sup> year of community power generation

9,828MwH output year to September 2017

Enabling the community to develop for future generations



# Community Share Option

£705,800



## A community concerned with local energy efficiency

In 2017 the Trust launched a 20 year strategic plan

One main target was to eradicate fuel poverty

Trust and community committed to tackling energy issues



Community engagement highlighted home energy improvement as a high priority for locals

Partnership required – energy expertise matching local needs



## Engagement with TIG – local trusted energy experts

Partnered with Tighean Innse Gall - history of working in partnership to achieve energy efficiency goals

Aware of local challenges and attitudes offering tailored advice

Delivering project to reduce energy use, saving money & CO<sub>2</sub>e emission by engaging local people, visiting their homes, showing and doing!

Achieved through insulation measures, installing LED and behavioural change



# Insulation

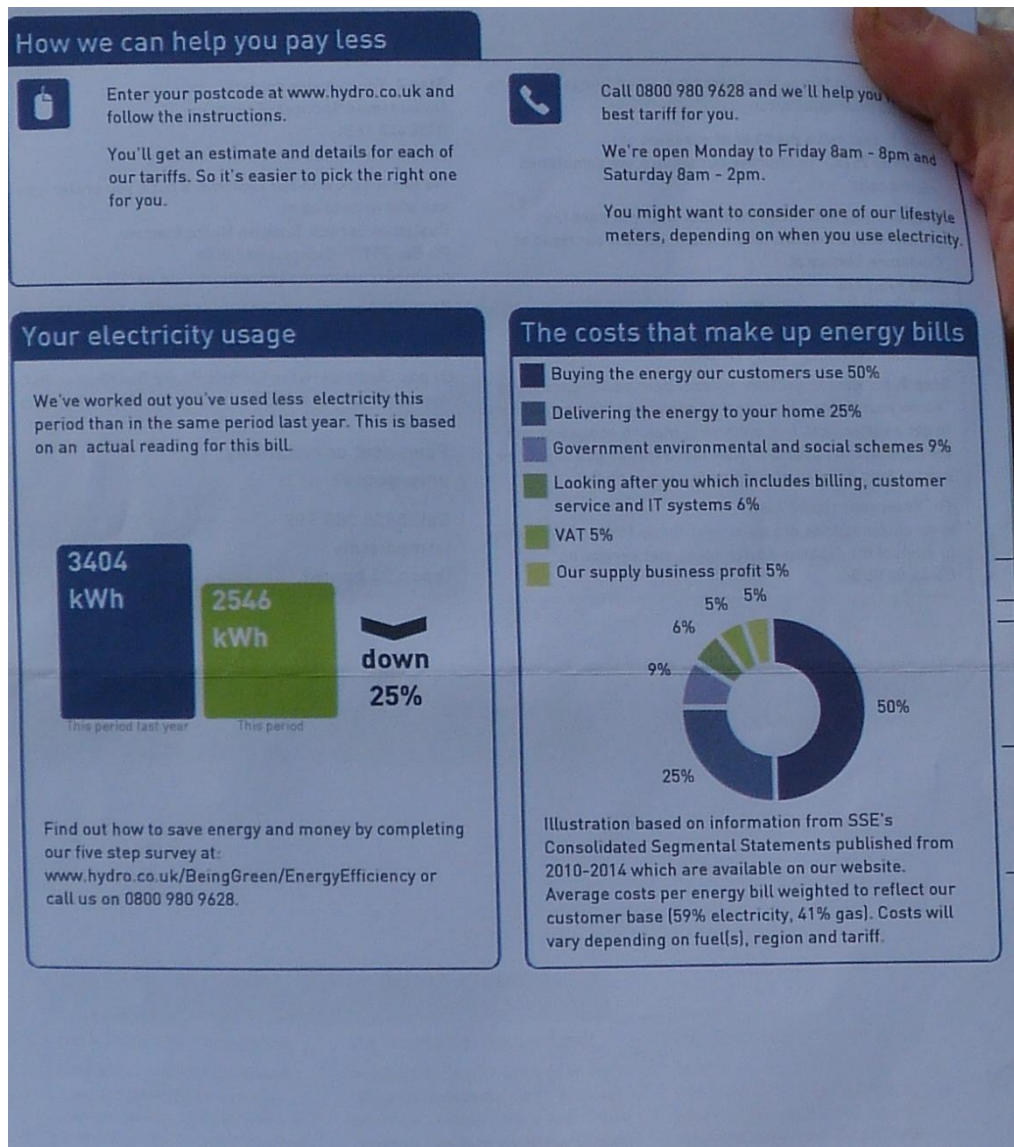
# Heating, controls & hot water

# Appliances

# Behaviour change

# Monitoring







# Partnership Working with Utilities



Effective partnership working is essential in such a small, tight knit community. The energy efficiency outreach officer works with householders to:

- Save Energy
- Lower fuel bills and advise on fuel debts
- Ensure comfort and sustained health and wellbeing



# Fuel debt / energy efficiency advice project



- £240,000 debt across Western Isles
- Home visit to all offered
- Wipe debt BUT – find out problems
- 3% take up across areas in Scotland
- 10% take up in the Western Isles

| Island             | Target group size |
|--------------------|-------------------|
| Barra              | 11                |
| Benbecula          | 13                |
| Harris             | 19                |
| Lewis              | 116               |
| North Uist         | 21                |
| Scalpay            | 2                 |
| South Uist         | 24                |
| Stornoway          | 56                |
| <b>Grand Total</b> | <b>262</b>        |



«Customer\_Name»  
«Billing\_Address\_Line\_1»  
«Billing\_Address\_Line\_2»  
«Billing\_Address\_Line\_3»  
«Billing\_Address\_Line\_4»  
«Billing\_Postcode»

Grampian House  
200 Dunkeld Road  
Perth  
PH1 3GH

Phone: 0800 111 4880 or  
01851 704300

18 September 2015

Dear «Customer\_Name»

## Extra help for Western Isles residents

SSE Scottish Hydro is working in partnership with The Energy Advisory Service (TEAS, based in Stornoway but work across the islands) to help customers from across the Western Isles who have an electricity debt.

Brian, Dan, Kirsty or Lorna can visit you to provide advice on using energy efficiently in your home and can check if you are entitled to any extra benefits. They can also help complete the application form for SSE Scottish Hydro's Trust Fund which will be able to help with the debt you owe and in some cases wipe it completely.

We believe you might be eligible for this assistance, so please call the team in Stornoway on 0800 111 4880 or email [martha@tighean.co.uk](mailto:martha@tighean.co.uk) to arrange an appointment. Please contact TEAS immediately to take advantage of this opportunity. Alternatively complete the slip and FREEPOST it back to them in the envelope provided. There is no need for a stamp.

Yours sincerely



Ben Lawrie  
Customer Service Manager, SSE Scottish Hydro

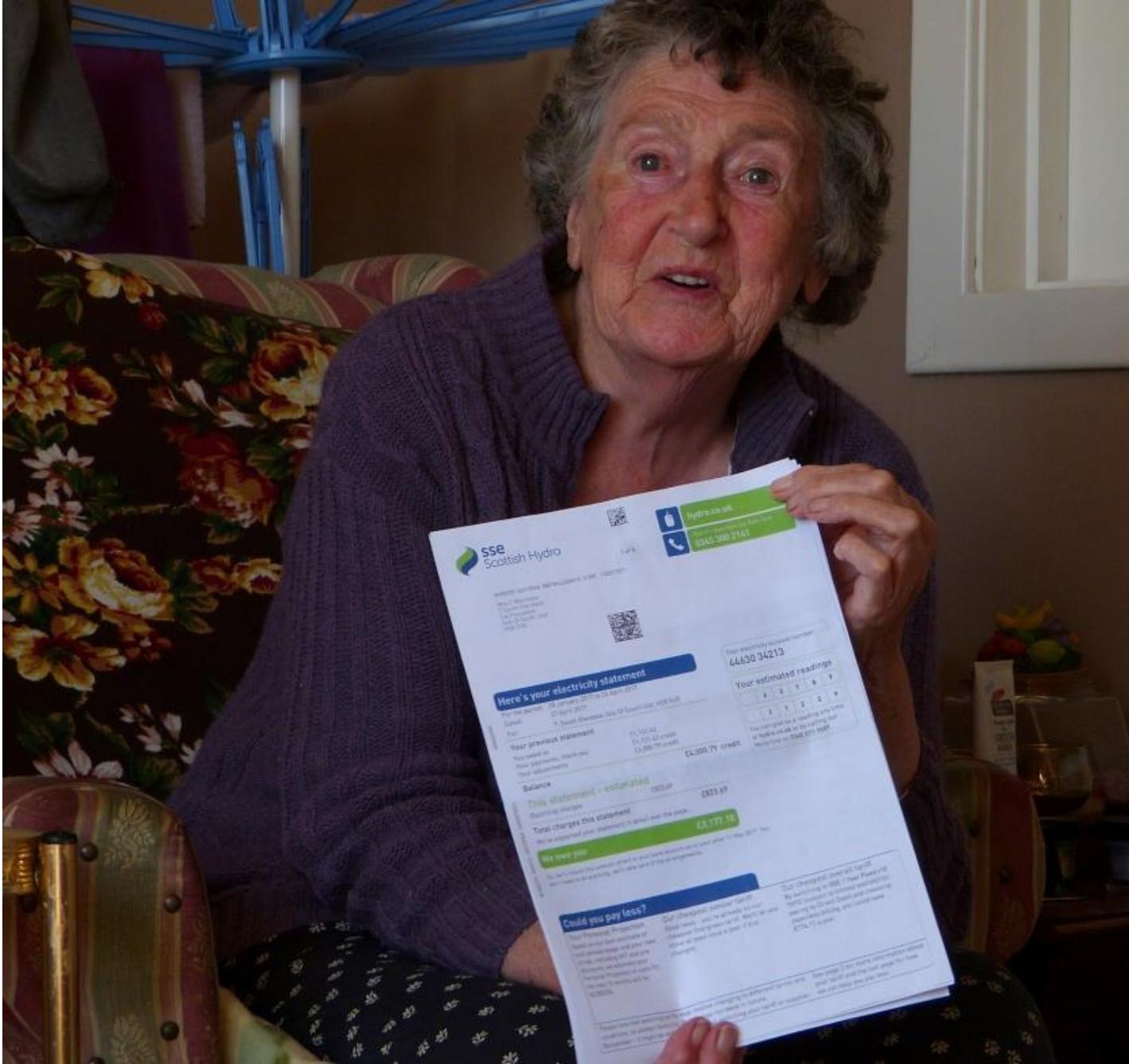
Scottish Hydro is a trading name of SSE Energy Supply Limited Registered in England & Wales No. 03757922 (Supply of Electricity, Home Phone, Broadband and Feed in Tariffs), Southern Electric Gas Limited Registered in England & Wales No. 02719495 (Supply of Gas), SSE Water Limited Registered in England & Wales No. 06212983 (Supply of Water), SSE Home Services Limited Registered in Scotland No. SC202102 (Heating & Wiring, Shield Cans & Servicing, Heating & Electrical Installations & Etc), SSE Energy Solutions Limited Registered in Scotland No. SC366054 (Energy Efficiency Installations & Insulation Products), SSE Green Deal Provider Limited Registered in Scotland No. SC422020 (Green Deal scheme), SSE Retail Limited Registered in Scotland No. SC213458 (Retail Appliances) all members of the SSE Group.

The Registered Office of SSE Energy Supply Limited, Southern Electric Gas Limited & SSE Water Limited is 55 Vester Road, Reading, Berkshire RG1 8BU. The Registered Office of SSE Home Services Limited, SSE Energy Solutions Limited, SSE Green Deal Provider Limited & SSE Retail Limited is Inverlorn Road, 200 Dunkeld Road, Perth, PH1 3AG  
[www.hydro.co.uk](http://www.hydro.co.uk)

Label on envelope

The letter enclosed outlines free energy advice available and how to claim your free LED lights from our office in Stornoway. Call us free on 0800 111 4880 to arrange a visit by Dan, Brian or Kirsty.







# Top down doesn't always work! – new heating, doesn't know how to use it













# Gluasad Còmhla / Moving Together



- Home visits to end users
- Liaison with partners – Health!
- Data sharing
- Follow up & intensive support for end users
- Overseeing energy efficiency measures
- Liaison with research body



**EUROPE & SCOTLAND**

European Social Fund

Investing in a Smart, Sustainable and Inclusive Future





# Memorandum of Understanding

- An agreement to develop close co-operation,
- shared operational development, project development,
- resources and data for overcoming fuel poverty and improve both mental and physical health of people in the Western Isles.

**We will collectively develop closer working, embrace continuous feedback and use this to shape our services to better support the most vulnerable in our community.**









Secure | <https://switch.tighean.co.uk>



0800 610 2449

Mon-Fri: 9am - 8pm | Sat: 9am - 5.30pm

## Create your own Gas and Electricity Personal Projection

We search and compare every single tariff available from every single supplier in the UK. Our average saving is £397.68\*\* per annum



Click the fuel type you wish to compare



Gas and Electricity



Electricity only



Gas only





Finlay Soze









# Be everywhere! And take your own army with you



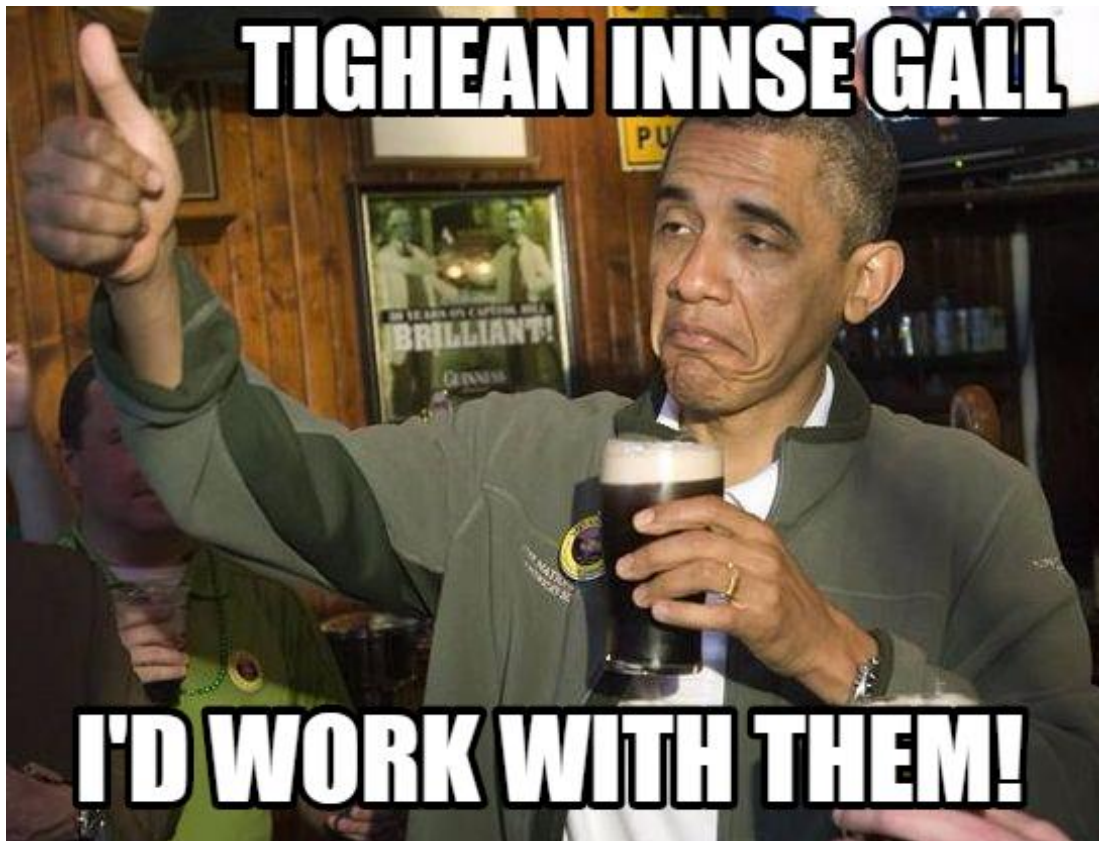


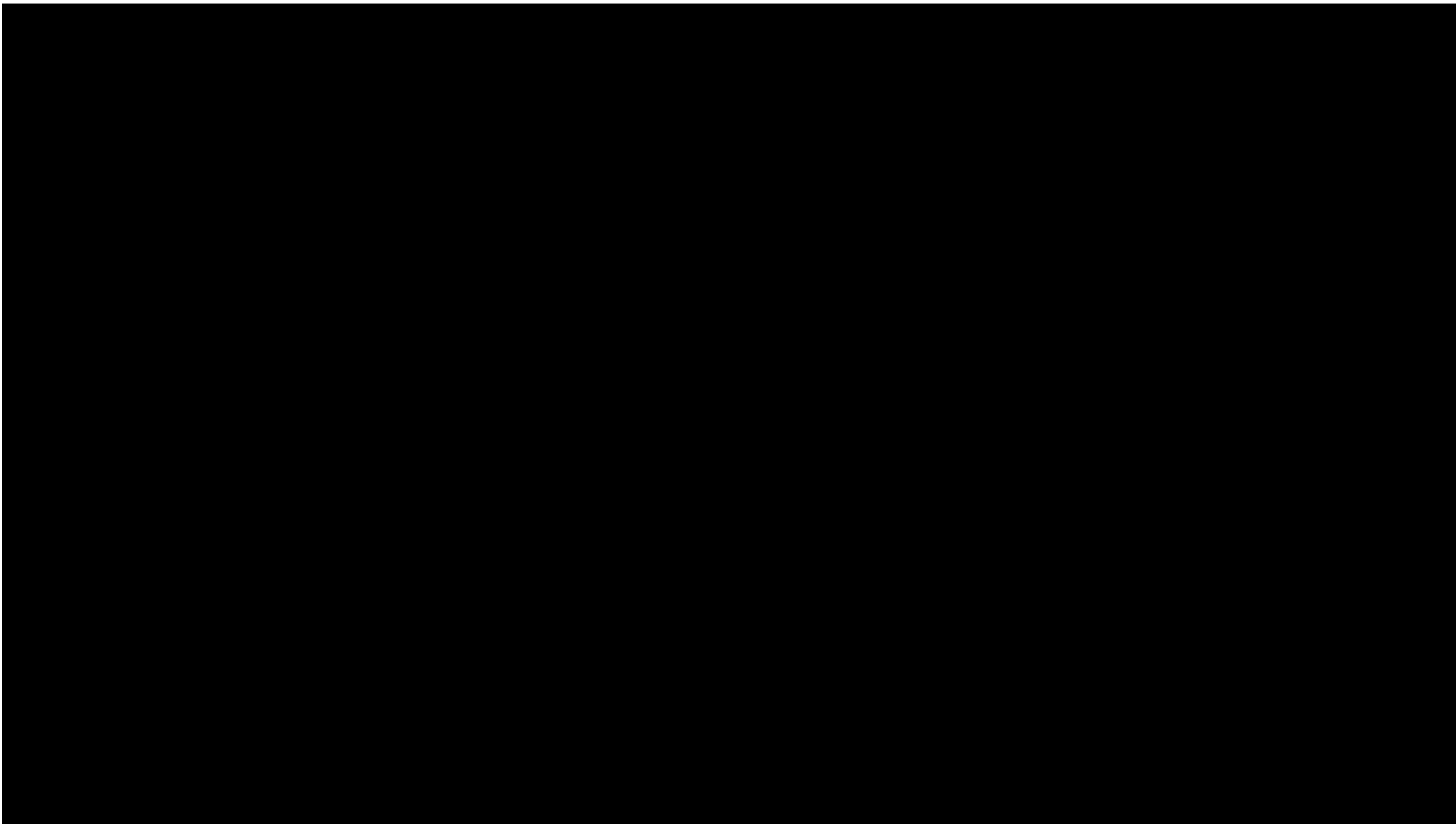


# H-CHP – Household Combined Heat & Power

- 2/3 heat to 1/3 power
- Powered by wood pellets or biogas from waste
- 3 homes across the islands







# Any questions?



Contact:

Brian Whittington  
Senior Energy Officer  
Tighean Innse Gall

[brian@tighean.co.uk](mailto:brian@tighean.co.uk)

+ 44 (0)7939 845351