

## **Appendix i – HEET Intervention Case Studies**

### **Case Study No.1**

The client is a 70-year-old resident with a long-term health condition. They live in a three-bedroom mid-terrace property in Leyton. They have gas central heating. Age UK referred the client to HEET for support around paying their energy bills in October 2019, as their energy bills were £2,979.00 a year. On the 8<sup>th</sup> of October, HEET visited their property and conducted a survey where the following necessary improvements were identified, and advice was given.

- Carry out repairs to the boiler.
- Install new central heating system.
- Replacement of lightbulbs with low energy bulbs.
- How to apply for the discounted water bill tariff.

By the 7<sup>th</sup> of November 2019 these improvements were completed and as a result the resident saved £1,561.00 a year on their fuel costs and reduced carbon emissions from the property by 608kg.

### **Case Study No.2**

The client is a resident aged under 35. They are the owner-occupier of a five-bedroom terrace property in Leyton. They receive income related benefits. Solace Women's Aid, a local organisation specialising in advocacy and support for survivors of domestic abuse, refers them to HEET in July 2020. HEET provide the following improvements and advice.

- Fit new heating controls.
- Install draught proof doors.
- Fit radiator reflector panels.
- Advice on how to apply for the Warm Homes Discount.
- Advice on energy supplier switching.
- Advice on how to apply for a discounted water bill tariff.

The income related advice improves the household income by £669.00. The improvements to the property's energy efficiency reduce the fuel bills by £330.25. In total this has reduced the fuel bill cost by £999.25 and reduced carbon emissions from the property by 1436kg.