



"The walls are warmer and the fabric of the building has taken on heat well. The temperature is now constant."

Ms S - Broxtowe, Nottingham

Measures Installed

**Air Source Heat Pump,
Loft Insulation & Solar PV Panels**

Case Study

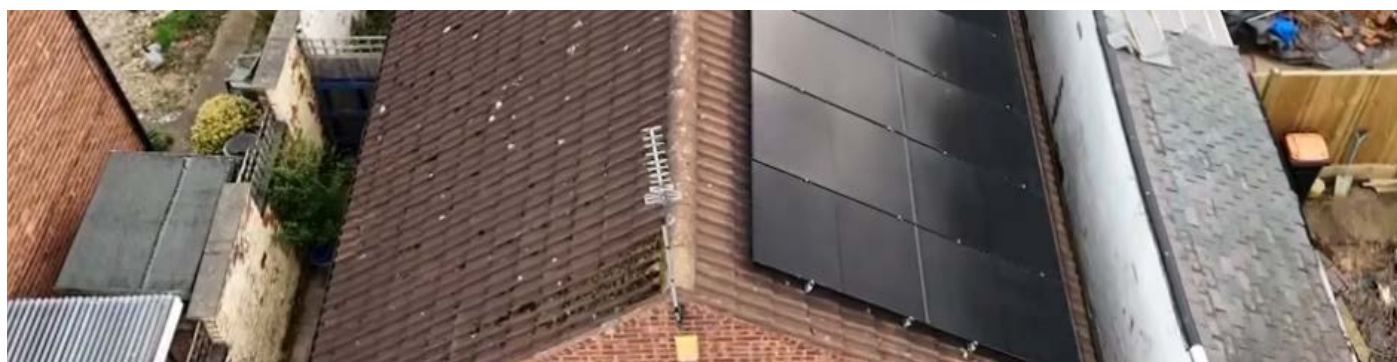
Mrs S is the owner of a semi-detached cavity wall bungalow in Broxtowe. Her journey into retrofit began when she found out that she was eligible for the government's Home Upgrade Grant (HUG) 2, which provided energy efficiency upgrades and low-carbon heating to hard-to-heat homes. She contacted Nottingham Energy Partnership (NEP) and registered her interest in the scheme. **As a result, Mrs S received the fully-funded installation of an 6kW air source heat pump (ASHP), 10 solar PV panels (4.5kWp), and loft insulation.**

Prior to the install, Mrs S informed NEP that her home was "very cold" and had condensation on the windows. She explained that the radiators weren't powerful enough to heat one room at a time and her energy bills were "very high", despite only using the heating for a few hours a day.

Outcome

The installed measures saw her energy performance certificate increase from an **E rating to an A rating**, showing vast improvements in the property's energy efficiency and comfort. Additionally, the free installation of an ASHP saved Ms S **£16,228** in install costs and **£700** in annual energy bills. Additionally, the free installation of loft insulation saved **£1,805** in install costs and **£250** in annual savings, and the free installation of solar panels saved **£7,971** in install costs and **£365** on the annual energy bills. She also received a free retrofit assessment of her property, valued at **£150**.

When asked about the results, Mrs S reported an **"enormous, very significant"** improvement in her bills and comfort. She told us, **"the walls are warm, and the fabric of the building has taken on heat well. The temperature is now constant."** It has made significant improvements to her wellbeing and daily life, explaining that "I used to have to wear multiple layers of clothing all the time and live in one room. Now I no longer need to and can use the entire bungalow."



Impacts

After sharing her positive retrofit experience with us, Mrs Scott was invited to speak at the **HEAT Hub's Whole House Retrofit Party**, an event that brings homeowners together to share their personal retrofit journeys and learn from one another's experiences.

During the event, Mrs Scott explained how she had maximised the benefits of her solar panels by registering for the **Smart Export Guarantee (SEG)**, a government initiative that requires electricity suppliers to pay households for surplus renewable electricity exported to the grid. She also shared the financial benefits she had experienced, explaining that her energy bills had **reduced by almost £700 a year**.

By sharing her first-hand experience, Mrs Scott helped demonstrate the practical and financial benefits of retrofit in a way that resonated with other residents. Her story gave neighbours the opportunity to ask questions, address concerns, and gain confidence from someone who had successfully completed improvements. Events like this highlight the value of peer-to-peer learning in increasing awareness, building trust, and encouraging greater uptake of retrofit measures.



Mrs Scott speaking at the Wholehouse Retrofit Party

To ensure that people hear of the benefits of improving household energy efficiency, Ms Scott also went on to feature on **Channel 4 News**, in a piece covering Ofgem's Energy Price Cap and the government's energy efficiency policy. She spoke positively about the funded measures, explaining that the support she received has been vital in helping her manage rising and volatile energy costs.

Overall, Ms Scott's experience highlights the lasting benefits of home energy efficiency improvements, and how sharing personal experiences within communities can inspire others to seek similar support or start their own journey.



Funded by
**energy
saving
trust**

Endorsed by

**CLAIRE WARD
MAYOR OF THE
EAST MIDLANDS**

