



Frequently Asked Questions

Advice

What will the freephone number for the advice centre be?

The number will be 0800 512 012. This is the Energy Saving Trust's national number, which is also used on national promotions.

Calls received from householders in the west of the region (Thames Valley and Solent) will be taken by the Energy Saving Trust advice centre managed by USEA.

Calls received from householders in the east of the region (Kent, Surrey, East Sussex and West Sussex) will be taken by the Energy Saving Trust advice centre managed by CEN.

The advice line is open 9am-5pm, Monday to Friday.

Will householders be given transport advice?

The advice service does now cover transport advice, specifically smarter driving techniques and how to reduce fuel consumption. All callers will be provided with an opportunity to receive transport advice, and we will be planning specific transport events in certain areas.

Will the advice service include advice to businesses?

No, but we will be working with large businesses to provide energy advice to their employees.

I've heard the service won't be covering fuel poverty – is this correct?

The advice service is available as a free and impartial service to all residents. Anyone who contacts the service will be given appropriate advice, including advice on schemes and grants in their area.

Reducing carbon emissions is the focus for the Energy Saving Trust's activities and proactive marketing activities will concentrate on those segments that offer greatest potential carbon savings.

How will your advisors know what is going on in every borough when the area is so large?

We will be working hard to ensure our advisors are up to date with local schemes and initiatives. We are already collecting information on local grants and schemes in order to brief our advisors and to feed the information into our advice database. This will be updated monthly and we will be looking for your support to keep us up to date with your local initiatives.

Will enquirers be referred to our own local schemes?

As an impartial service, we will be referring customers to whichever scheme is providing best value (in terms of cost and quality of service) to the individual client at that time. If we have the information on your scheme and it is the best offer for the caller, then we will refer them to you.

I sometimes have residents call me or the council switchboard for energy advice. Can I refer them to you?

Yes, we would encourage you to refer all domestic energy advice queries to us. Please ensure they call the 0800 512 012 freephone number.

Will the advice service be able to give our local authority activity reports that we can use as evidence for 186 and 187 activity?

The centre will be able to provide counts of telephone calls and Home Energy Checks processed as well as details of marketing activity and events attended. Information on actual installations is often much harder to find, primarily because it depends on cooperation and good will from all parties involved. The centre will make best endeavours to provide installation data. Please note that local authorities can also request installation information from Warm Front, the Low Carbon Building Programme and the utility companies (i.e. for CERT measures). We would encourage all local authorities to request this information.

For information on specific monitoring exercises please contact the Operations Manager.

Support for Local Authorities

How can I apply for the two year programme of support for local authorities?

Local authorities are encouraged to apply for the One to One programme via an application form which can be obtained from the advice centre at the following link, where information on the selection criteria can also be found.

www.energysavingtrust.org.uk/1to1support

We already have a carbon reduction action plan of our own, can we still apply?

Yes, the aim of the programme is to ensure future progress from within an authority, whether this is through new plans or by refreshing and facilitating action detailed in existing plans.

Our local authority would like to start up some low carbon communities, how can the advice centre services help us?

The Energy Saving Trust has a limited programme of support for low carbon communities. Please contact your local County Coordinator to discuss your ideas and to receive best practise advice on these initiatives.

My local authority has set its own carbon reduction targets and/or targets for advice given to local residents. Can I work with you to help deliver these targets?

All of the services offered through the Energy Saving Trust Advice Centre aim to enable carbon reduction. The Marketing Managers for the centres will work with you to see where marketing and promotional activities can assist with your local targets.

Marketing and promotion

We undertake our own work in the community, such as events, and would like some Home Energy Checks (HECs) and leaflets to give out. Can you provide any? and how do I order them?

The centre has a limited stock of items that can be used for events. In the first instance please contact the Marketing Managers and they will advise you what is available. If the Energy Saving Trust advice centre attends an event for you it will provide the relevant literature. We would recommend that you review your existing literature to ensure it is still relevant. If you are re-printing

your own stock you should consider updating it to reflect the change away from the EEAC structure. Please speak to the Marketing Manager for guidance.

I have a stock of HECs and Save Your 20% brochures that I got from my old EEAC. Can I still use these?

You can use the old Home Energy Checks and they will continue to be processed in the same way. The Save Your 20% brochures will contain information which is now out of date so please recycle these.

We're planning a series of events and would like the advice centre to get involved. How can I arrange this?

The contact details are below.

Kent: mike@cen.org.uk
Surrey: Karen.Towns@environmentcentre.com
East Sussex: Thomas.Coates@environmentcentre.com
West Sussex: Thomas.Coates@environmentcentre.com
Thames Valley and Solent: brenda.kelly@usea.org.uk

I'd like to promote the service in my own area. How can I do this?

We are very keen for local authorities to promote the service to local residents and are grateful for any support of this kind. Please keep us informed of any large scale publicity you are planning so we can address capacity issues. If you want to include the Energy Saving Trust advice centre logo on any promotions please contact us.

Will I know what promotional activities the advice centre is undertaking in my area?

The centre may, from time-to-time, undertake large-scale marketing in your area, in which case you will be consulted. For all other activities (e.g. events, media activity) we will make best endeavours to inform you, although this may not always be possible (e.g. radio interview conducted at short notice). A log of events attended/planned will be maintained by each centre and is available upon request. The centre websites will also list upcoming events and we would encourage you to check this regularly. If you have any suggestion for events then please contact the centre Operations Managers.

Will the advice centre now undertake mailouts of home energy surveys for our local authority?

Each centre will be completing mailouts of Home Energy Checks during 08-09, but with limited budgets and a specific target audience. These mailouts will not necessarily take place in all local authority areas. The centres will keep you informed of any planned mailing and if you are interested in a mailing, please contact the Marketing Manager.

I'd like to put some information about the service in our council magazine and on the LA website. Can you provide some text and a logo?

We will be sending round some example text for you to use within the next month.

We have our own community outreach programme. How can we ensure that the new service doesn't clash with what we are doing?

By working closely with local authorities and providing information on the planned marketing and promotional activities, the advice centre will endeavour to ensure activities add value to and do not clash with local authority planned activities.