

Yorkshire Energy Services

Stakeholder Newsletter

August 2010

Inside this issue:

Summer
Developments

Solar Success

A Warmer
Wakefield

Big Energy
Upgrade
Comes to Town

We Did It

Microgeneration on
the Web

Summer Developments

Despite the unsettled economic climate, Yorkshire Energy Services are looking towards a bright future with our new expansion plans. With the continued focus on renewable energy and the new Government's ambitious plans for action on climate change, we have a fantastic opportunity to further develop our offer and provide our customers with a superior service.

The successful completion of the award winning 'Kirklees Warm Zone' scheme is testimony to our ability to take on major innovative projects and has given us the confidence to move forward and create new and exciting commercial opportunities. This summer we launched our subsidiary solar installations company, 'YES Renewables' to actively promote and encourage people to invest in Microgeneration. This new development will help to raise awareness of renewable energy in our region, create new jobs and boost the local economy.



As a key partner in the delivery of 'The Big Energy Upgrade' we are once again at the heart of the regions activity to eradicate fuel poverty. As part of a consortium of partners offering vulnerable householders in selected areas across Yorkshire, Lincolnshire and Humberside, free or discounted measures to improve home energy performances; the company regards this as a key opportunity for growth that has already led to the development of new jobs.

Bill Edrich – Chief Executive

Solar Success

Yorkshire Energy Services Installations Limited was recently launched to take advantage of developments in the renewable energy market. The subsidiary business named 'YES Renewables' was established by Yorkshire Energy Services' newly appointed Commercial Director, Mike Dyson. Mike joined the organisation in January after his pioneering work as Managing Director of Britain's largest home insulation installers, Miller Pattison. As Yorkshire Energy Services' commercial focus develops to include Solar technology, Mike jumped at the opportunity to launch the new venture.

'Solar panels are the flavour of the month at the moment and now with the Government's Clean Energy Cash-back incentive, the market is bigger than ever. Yorkshire Energy Services are well placed to deliver Solar PV installations. We are well connected, have expert knowledge and are already leading the way locally in many aspects of energy efficiency in the public sector.'

Plans are well underway for YES Renewables to relocate to a separate premises in Huddersfield, allowing room for further expansion. Already 6 full time positions have been allocated and further recruitment is likely as the new venture develops. YES Renewables is already advertising its products, starting in the Huddersfield area with plans to extend the campaign across the region, promoting a quality product at a competitive price, allowing customers to take full advantage of the Clean Energy Cash-back scheme.



Mike Dyson - Y.E.S. Commercial Director

'If people invest in one of our 1.3KW Solar PV systems they could expect a combined income and savings of over £21,000 over the lifetime of the Clean Energy Cash-back Initiative and could make even greater savings with bigger systems! Some companies are offering free solar installations, but customers who take this offer won't be able to benefit from a feed in tariff and get paid subsidies for investing in renewable energy. With our systems people can maximise their investment and generate electricity and a second income for years to come.'

YES Renewables are currently offering an introductory offer of a 10% discount on the installation costs of their PV units for customers who enquire before Thursday 30th September and quote the reference code: **SUMMER SOLAR 1**. For further details on this offer contact **0800 052 7496**, email enquiries@yesrenewables.co.uk or apply online at www.yorkshireenergyservices.co.uk



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Stop Press:

The Energy Saving Trust advice centre (ESTac) for South and West Yorkshire has once again exceeded its quarterly targets, enabling over 1,515 people get energy efficiency measures installed in their homes. Between April and June 2010, 16,041 householders contacted the centre for energy advice and grant aid support.



A Warmer Wakefield

Following the success of the first year of Wakefield Council's 'Low Carbon Communities' scheme, Yorkshire Energy Services are set to deliver phase two, offering 21,400 more homes free household insulation. Following a warm reception from the residents of the Hemsworth and Wakefield East wards, Wakefield Council and energy provider Scottish Power have provided further funding to expand the scheme into Wakefield West, Knottingley, South Elmsall & South Kirkby.

The scheme was originally launched in April 2009 with the aim to combat fuel poverty in vulnerable areas of the Wakefield district. Both home owners and private tenants can register for the scheme and are offered free cavity wall and loft insulation (subject to survey). Landlords are also encouraged to get in contact and register their properties.

- To date over 8000 households have registered on Wakefield Low Carbon Communities
- 356 homes have had cavity wall insulation
- 795 homes have had loft insulation installed
- During phase 2 of the scheme 3,299 householders have already completed a home assessment

Project coordinator, Barry Kitchingman hopes that year 2 will follow suite and successfully engage the wider community. *'It's a fantastic opportunity for people to improve the thermal values of their homes. Wakefield Low Carbon Communities is a inclusive program that offers support on all aspects of energy saving, helping prevent heat loss and keeping those dreaded energy bills to a minimum.'*

Doorstep assessments started on 8th June 2010, visiting local residents and signing them up to the scheme. For the next 4 months the assessment team will be working through each ward on a street by street basis contacting every householder. Assessors wear distinctive green branded uniforms and carry identification at all times. For more information on Wakefield Low Carbon Communities call **0800 408 1578** or email enquiries@yorkshireenergyservices.co.uk



Big Energy Upgrade Comes to Town!

New Community Energy Saving Programme, 'The Big Energy Upgrade' got off to a flying start as advisors hit the streets of Golcar in Huddersfield on June 21st this year. Yorkshire Energy Services are working with Kirklees Council and Kirklees Neighbourhood Housing to deliver the first phase of the scheme.

The BIG Energy Upgrade is an innovative consortium project targeting carefully selected communities in 8 local authorities across Yorkshire, Humberside and Lincolnshire. Supported by Yorkshire Forward and part funded by the European Union (European Regional Development Fund), Yorkshire Energy Services will help deliver the program within 3 years.

In each area the project is supported by the respective local authority and social housing provider with further funding from two leading utility providers.



Energy Advisors hit the streets of Golcar

Additional members of staff have already been recruited to join the Outreach Team who are leading on door-to-door assessments and the delivery of a comprehensive 'in the home' energy advice package. Outreach Coordinator Mahboob Khushi has now started work in the next target area in Frodingham, North Lincolnshire.



Mahboob explained *'We have already received an impressive uptake of energy advice and interest for energy efficiency measures. Unlike other schemes, The Big Energy Upgrade offers a full house approach educating householders on every aspect of energy awareness. We cover everything from heat loss to behaviour changes. So far I feel confident that we are making a positive impact and helping people not only save money on fuel bills but properly understand the benefits of conserving energy.'*

- Out of 800 properties in Golcar, over 480 are registered on the Big Energy Upgrade
- 87 KNH homes are now in the process of having external wall insulation installed under the scheme
- Further private properties will be getting external cladding and boiler replacements.
- Energy advisors hit the 60% completion target for Golcar on Thursday 22nd July

Some of the Big Energy Upgrade advisors are already underway with their next challenge, working in and around the east coast, broadening their customer base and engaging a new community. The team plan to finish work in North Lincolnshire by late August. For more information on the Big Energy Upgrade contact **0800 952 0315** or email enquiries@theBIGEnergyupgrade.org.uk



We did it!

Yorkshire Energy Services celebrated the end of the award winning free home insulation scheme, Kirklees Warm Zone as phone lines closed on Wednesday 30th June 2010. Initial assessment targets were smashed as 133,363 residents signed up to the scheme, registering over 84.8% of the total eligible properties in the Kirklees district. The 3 year project funded by Kirklees Council and energy provider Scottish Power started in March 2007 offering every home free cavity wall and loft insulation (subject to survey) regardless of age, income or property size. Kirklees Warm Zone was the largest free insulation scheme of its kind in the UK targeting 170,615 households.

Project Manager Adele Wheeler was delighted with the achievement and thanked everyone involved. *'Warm Zone has been a long journey for many of us and a lot of hard work has been put in to deliver the fantastic end result. Certainly for Yorkshire Energy Services it has been a key focus and something we are very proud to have been involved in. I hope other local authorities will consider similar schemes and experience just how successful multi agency initiatives work.'*

Installations are likely to continue into November for people who have recently registered. Project contractors, Miller Pattison are now in the process of re-contacting existing Warm Zone customers who are yet to arrange an installation date.

Yorkshire Energy Services celebrated the success of the project with all Warm Zone partners at a promotional photo shoot on the 8th July in St George's Quarter, Huddersfield. The Warm Zone helpline is still active for general enquiries and additional support, for more information contact 0800 052 0071.



The Kirklees Warm Zone facilitation team celebrated 3 years of Free Home Insulation



Warm Zone Highlights:

- 133,363 households registered on Kirklees Warm Zone
- Currently 20,324 homes have had cavity wall insulation installed
- To date 40,238 homes had loft insulation
- 128,303 carbon monoxide detectors were issued to participating householders
- Over 120 new jobs have been created
- It is estimated that for every £1 invested in the scheme, £5 has been returned to the local economy

Stop Press:

Yorkshire Energy Services has recently implemented a revised 'Customer Journey' process that streamlines how the company deals with customer enquiries including a 'Fast Track' customer approach. The new process provides a quick and more effective response to enquiries, enabling more customers to receive measures sooner, improving customer care efficiency and establishing a stronger client relationship.



Stop Press:

Development and Partnership Manager Emma Kovaleski, is moving to the United States of America in September. Emma, who is well known for her involvement in Kirklees Warm Zone amongst other projects, will be relocating to Big Lake, in Minnesota.



Colleagues at Yorkshire Energy Services would like to thank Emma for all her hard work and wish her well in her new life across the pond.

Microgeneration on the Web

The Yorkshire and the Humber Microgeneration Partnership (YHMP) are launching their new website at the end of August promoting the benefits of renewable energy. The site offers homeowners a comprehensive list of MCS (Microgeneration Certification Scheme) accredited installers in the region, as well as a range of advice on the most appropriate renewable energy technology for properties and information about any available grants.

Since the Partnership's formation in 2009, it has grown to over 40 organisations within the Microgeneration industry, including MCS Certified installers, manufacturers and advocates. The YHMP brings together local companies and assists them in gaining the appropriate accreditations which ensures that consumers benefit from the best deals. YHMP also act as a valuable source of information for homeowners to find local and registered installers that provide a first rate and qualified service.



The website provides:

- Dynamic member, installer, advocate and manufacturer lists
- Information and advice on the most suitable renewable technologies available to each home
- Finance options including schemes, grants and incentives available to help householders install renewable technologies.
- Regular news updates and articles relevant to the Microgeneration sector
- Electronic downloads of the 'Microgeneration Action News Yorkshire' newsletter (MANY).

As the need for renewable and sustainable energy grows in the Yorkshire and Humber region, the website hopes to give anyone considering Microgeneration a local and clear view of what they can do and how they can progress to install renewable technologies as easily as possible.

www.yhmp.org goes live on August 20th 2010. For more information contact Adam Gillespie YHMP secretariat on 01484 351778 or email info@yhmicrogeneration.org

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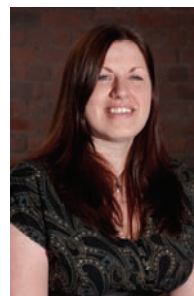


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