

Renewable Energy Consultation Feedback



The Energy Support Team at Stockport Homes recently conducted research into tenant awareness and attitudes toward renewable energy.

This involved asking customers who have a biomass heating system, solar panels or ground source heat pumps installed in their homes how they use their system and what other information and support would be useful to ensure they are using the systems efficiently to maximise cost savings on fuel bills.

87% 
of tenants were concerned about environmental issues and climate change.

93% 
of tenants said that they cared about the use of renewable energy.

Nearly all 
tenants were very concerned (71%) or slightly concerned (23%) that they would struggle to afford to pay their fuel bills.

57% 
of tenants said they would benefit from further support on how to use their renewable energy technology.

56% 
of tenants didn't feel confident using their renewable energy technology

72% 
of tenants felt the information provided about their renewable technology could be clearer

75% 
of tenants were unaware that there was information on the Stockport Homes website on how to use their renewable energy system.

Tenants would most like to have information on

- What the actual savings on your electricity bills are likely to be
- How the system is to be used most effectively
- Technical details on how the system works
- How to maintain the system.



What we're doing with **your feedback**

We have referred all customers who were concerned about how they would pay their energy bills to our energy advice service.

New information booklets will be designed and sent to all customers. We will collaborate with customers on the content and design of the booklets to ensure that they are clear and easy to understand.

We have introduced a new online system, which enables us to determine how each customer is using their ground source heat pump. We will be able to identify and contact customers who are not using the system efficiently to help them to get the most benefit from their renewable energy technology.

We are offering a number of customers the opportunity to get solar PV monitors installed in their homes. This technology will allow them to monitor their energy consumption by seeing when to make use of the 'free' electricity being produced from the panels.

Thank you to all our customers who took part in the survey. The winner of the prize draw has been contacted.

If you would like any further information or support, please contact the Energy Advice Team on 0161 474 4062 or email energy.advice@stockporthomes.org