

Appendix 4

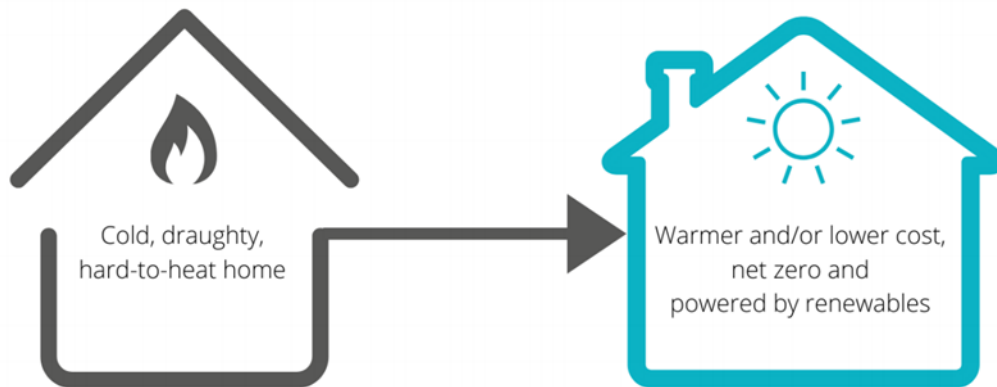
Whole House Retrofit Pilot

Energiesprong Simple Comfort Plan



What is the “Comfort Plan”?

The 'Comfort Plan' provides a package of services to tenants which will improve the energy efficiency their home, enabling tenants to warm their homes, have access to hot water and power electrical appliances all with significantly reduced energy consumption.



The interventions and upgrades provided to the tenant's property typically includes:

- Insulation of walls, wrapping the outside of the property
- New windows and doors
- New roof cartridge with integrated photovoltaic panels and energy production equipment
- Heat pump and heat production equipment
- Digital monitoring equipment and sensors
- Mechanical air ventilation system and heat recovery and heat recovery

The gas supply is removed, and any gas appliances replaced with electrical appliances.

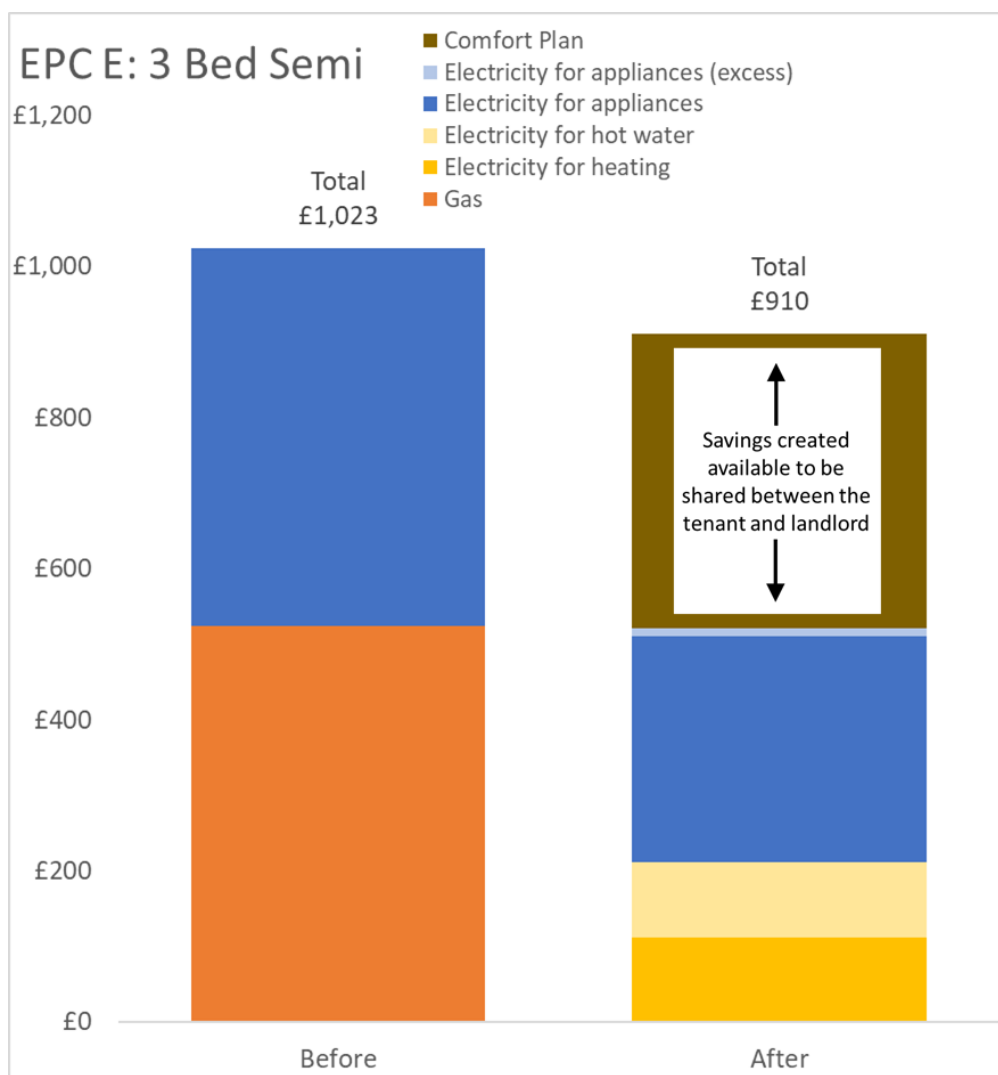
Guaranteed levels of comfort for tenants

Under the Comfort Plan package, the provider will ensure that tenants receive a minimum level of standards in their homes for heating, hot water and electricity for

your appliances. Based on a family living in a typical 3-bedroom semi these are set at:

Criteria	Specification
Space heating in Your Home	<p>The Comfort Plan will meet the following minimum standards for space heating:</p> <ul style="list-style-type: none"> ✓ 21°C in living room when outside temperature is -5°C ✓ A demand temperature of 21°C in the living area and 18°C elsewhere ✓ A weekday heating pattern of 2 hr on, 7 hr off, 7 hr on, 8 hr off ✓ A weekend heating pattern of 16 hr on, 8 hr off.
Hot water in Your Home	<p>The Comfort Plan will meet the following minimum standards for hot water:</p> <ul style="list-style-type: none"> ✓ capable of delivering 200 litres >45°C in one hour; ✓ making available 140 litres per day.
Electricity for Your appliances	2,300 kWh per year will also be available for your appliances.

The following diagram illustrates the potential before and after effect on the annual energy bill for a tenant living in a 3 bedroom semi-detached property - rated before at EPC E and after Energiesprong retrofit, EPC A (based on 2019 pricing):



The total annual energy bill for the tenant for gas and electricity is estimated at £1,023. After the Energiesprong whole house retrofit, upgrading the property to EPC A the total energy bill for heating, water and appliances is projected to drop to around £503 – a saving of £520 p.a. or reduction of 50%.

This saving of £520 p.a (£10 p.w) arises as a result of a combination of the upgrade investment by the landlord and tenants' management of their new living environment.

The Comfort Plan is a share of the savings made paid by the tenant to the landlord. It is set at a level by the landlord, so the tenant makes an overall saving. The sharing of the saving contributes to the landlord's ability to extend funding and investment in more retrofitting of the housing stock moving forward.