

Wales & West Utilities Vulnerability & Carbon Monoxide Allowance (VCMA) Registration Form

Information required	Description
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Address	Wales & West House, Spooner Close, Celtic Springs, Coedkernew, Newport, NP10 8FZ
Project title	Resource West – Energy and water consumption reduction
Total VCMA funding required (£k)	£9,950
Problem	<p>As the costs of living crisis took hold in 2022 customers would need to use energy and water efficiently to reduce spend on these essential services as part of managing their budgets.</p> <p>There was a lack of information in one place which could provide information and signposting to customers on gas, electric and water consumption and it did not look as though government wanted to run any campaign.</p>
Scope and Objectives	<p>The Resource West’s project aim is to encourage the public to save money and help protect the environment by reducing the consumption of energy and water while still maintaining warm homes. It achieves this by bringing local utility companies together to provide single consistent messages about how make savings and get help in doing so.</p> <p>More specifically this means the following:</p> <ul style="list-style-type: none"> • Encourage the public to reduce the consumption of resources by: <ul style="list-style-type: none"> ○ Illustrating the means to save money by reducing the use of energy and water while maintaining a healthy home environment. ○ Providing advice and guidance on the benefits and use of devices, patterns of use, smart and other meters to minimise water, gas and electricity use in a safe and healthy way.

Criteria

	<ul style="list-style-type: none"> ○ Signposting the means to get financial advice and support with paying utility bills. ○ Measuring, recording, and tracking the impact of the changes made. ○ Indicating the assistance which utility companies themselves can provide including for those with priority needs. ○ Providing simple financial illustrations for many of these points to deepen the public's understanding of these financial, practical, and environmental issues. ○ Reducing energy consumption through the installation of better insulation methods and the sources of help for doing this. • Inform and educate the public about: <ul style="list-style-type: none"> ○ The importance to the environment of reducing the consumption of energy and water. ○ The potential situation and consequences for everyone if demand is not reduced. ○ How gas, electricity and water distribution systems work and are affected by daily, seasonal, or long-term changes in demand. ○ What the utilities are doing themselves to reduce the waste of resources and what steps they take to protect the environment and safeguard supplies in future. • Work with local authorities, charities, and other agencies to achieve the above educational and support aims. • Provide funding to support the above aims and make use of contractors to provide services to enable these aims to be achieved including but not limited to promotional and educational activities and events. <p>Determine the most effective ways of collaborating to be able to extend and widen the effectiveness of this programme.</p>
<p>Expected outcomes and the associated actions.</p>	<p>The expected outcomes of this project will be:</p> <ul style="list-style-type: none"> • Feedback on the quality and usefulness of the energy and water tips. • Increased confident in managing consumption in the future and being aware

Criteria

	<p>of the impact of new appliances efficiency ratings on consumptions and costs.</p> <ul style="list-style-type: none"> • Current and historic meter readings to assess utility use reductions. • Customer surveys to assess change in behaviours. • Actual and derived reductions in consumption. • Calculation of cost savings. <p>Calculation of social benefits including carbon emissions reductions.</p>
Scale of VCMA project and SROI calculations	<p>The project will aim to recruit 150 homes to participate in the trial with a range of demographics but will include around 30% pensionable age as well as younger people with health conditions or young children.</p> <p>The SROI will be assessed upon reductions in energy and water consumption as well as health factors and reductions in carbon.</p> <p>A positive SROI is anticipated given the low projects spend with a net benefit of at least £3 per £1 invested.</p>
Project Partners and third parties involved	<p>Bristol Water – lead organisation and water experts – responsible for recruitment of trial households.</p> <p>Wales & West Utilities – gas experts and funding creation of materials.</p> <p>NGED – electricity experts and leading on SROI evaluation of the project using tools development for RIIO ED2.</p>
VCMA Project start and end date	<p>Start April 2022 End April 2023</p>
Geographical area	Bristol

Please return all completed forms to: VCMA@wwutilities.co.uk

For further information on the VCMA please use the below link to the Ofgem guidance document:

[Vulnerability and Carbon Monoxide Allowance \(VCMA\) Governance Document | Ofgem](#)