

Tackling Fuel Poverty

**National Grid's commitment to providing
warmer, healthier homes**



In March 2011, AWS celebrated the connection of our 1,000th customer, Mrs. Jean Southern

**Programme Review
2009 – 2013**



National Grid Affordable Warmth Solutions

National Grid Affordable Warmth Solutions was established in 2008 to address some of the issues caused by increasing energy prices and the growth of Fuel Poverty in the UK. We seek to assist qualifying homes in the 20% most deprived areas in National Grid’s gas distribution network area by offering:

- New gas connections to consumers not currently connected to the National Grid gas distribution network.
- Free or discounted gas central heating systems to qualifying households.
- Income maximisation and energy efficiency and tariff advice, and appropriate tariffs.

Consumers, society, local government and the environment benefit from these services by:

- Improved living conditions leading to warmer and healthier homes.
- Householders have access to heating and make financial savings on energy use.
- There are fewer harmful emissions which means better air quality on a local, regional and global scale.
- Improved insulation and heating systems resulting in less energy demand.
- Home energy efficiency ratings (SAP) are improved.
- Local authorities/registered social landlords will meet air quality and energy efficiency targets.

Benefit to people, homes and the environment			
Community Improvements	Change	Before	After
Avg Sap 2009	+24.83% ↑	56.55	70.59
Avg CO ₂ emissions kg/yr	-46.93% ↓	7,995	4,243
Avg running costs £	-29.89% ↓	1,422	997
Avg Sap 2005	+42.47% ↑	51.87	73.9
Fuel poverty avg	-29.92% ↓	12.7	8.9
Max fuel poverty	-52.24% ↓	50.13	23.94

What's in our Programme Review

In this report you will find information on who we are, what we do and how we do it . . .

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Comment:

"A really big thank you to everyone who has supported us over the last four years. Without your support, encouragement, enthusiasm and total commitment nothing of what we've achieved would have been possible."

Jeremy Nesbitt Managing Director

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1.6 million
tonnes of Lifetime CO₂ savings to the end of the contract period




£63.5 million
Lifetime energy savings for the contract period

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Zero
lost time incidents



19,921
connections against a target of 5,000

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Managing Director's Statement

Managing Director **Jeremy Nesbitt** talks about Affordable Warmth's mission to assist homes in the 20% most deprived areas in National Grid's gas distribution network area.



Jeremy Nesbitt
Managing Director

“Our strategy over the last four years has been to assist as many homes as possible through a ‘whole house’ package of affordable warmth measures and advice. Through the support of the AWS Board and our unique partnership with National Grid we have been able to draw on a wide ranging expertise to help develop our strategy and continue to build on our five basic principles: **Research, Identify, Deliver, Learn and Support (RIDLS).**”

Key achievements

- Met target of 5,000 new gas connections three years early
- Zero lost time injuries for employees and contractors
- Delivered affordable warmth to 6,573 community homes
- Connected a total of 19,921 fuel poor homes
- Achieved ISO 14001 and 9001 accreditations



Firstly it's a really big thank you to everyone who has supported us over the last four years. Without your support, encouragement, enthusiasm and total commitment nothing of what we've achieved would have been possible. Together we have changed thousands of people's lives for the better and our positive impact can be further measured by the contribution we have made to the environment. Crucially, we have maintained our focus on safety and our employee and contractor injury frequency rate remains at zero lost time injuries.

In 2009 as part of Ofgem's publicly stated objective of connecting 10,000 fuel poor households to the gas network by 2013, National Grid agreed a target with Ofgem of providing new gas connections to 5,000 qualifying homes. Having met our target some three years ahead of schedule National Grid has supported us in continuing to invest over the period to assist additional vulnerable households.

Our strategy over the last four years has been to assist as many homes as possible through a ‘whole house’ package of affordable warmth measures and advice. Through the support of the AWS Board and our unique partnership with National Grid we have been able to draw on a wide ranging expertise to help develop

our strategy and continue to build on our five basic principles: **Research, Identify, Deliver, Learn and Support (RIDLS).**

Having undertaken research and identified where fuel poor communities are, we have focused on connecting communities (as opposed to individual homes) as these communities are often the hardest to reach and most disadvantaged, and are unlikely to ever be connected without the intervention of a third party. This is due to the complexities involved of bringing together complex infrastructure design, build, connection, household assessment, funding, heating, insulation and other measures and advice.

Through our network of stakeholders, and using our detailed knowledge of our fuel poor ‘hotspot’ areas, we have had a comprehensive and active engagement programme visiting Local Authorities, Housing Associations, community groups and Private Landlords in deprived areas. This engagement strategy has resulted in the efficient delivery of affordable warmth to **6,573** community homes, accounting for 33% of National Grid's overall achievement in connecting a total of **19,921** fuel poor homes.



£63.5 million

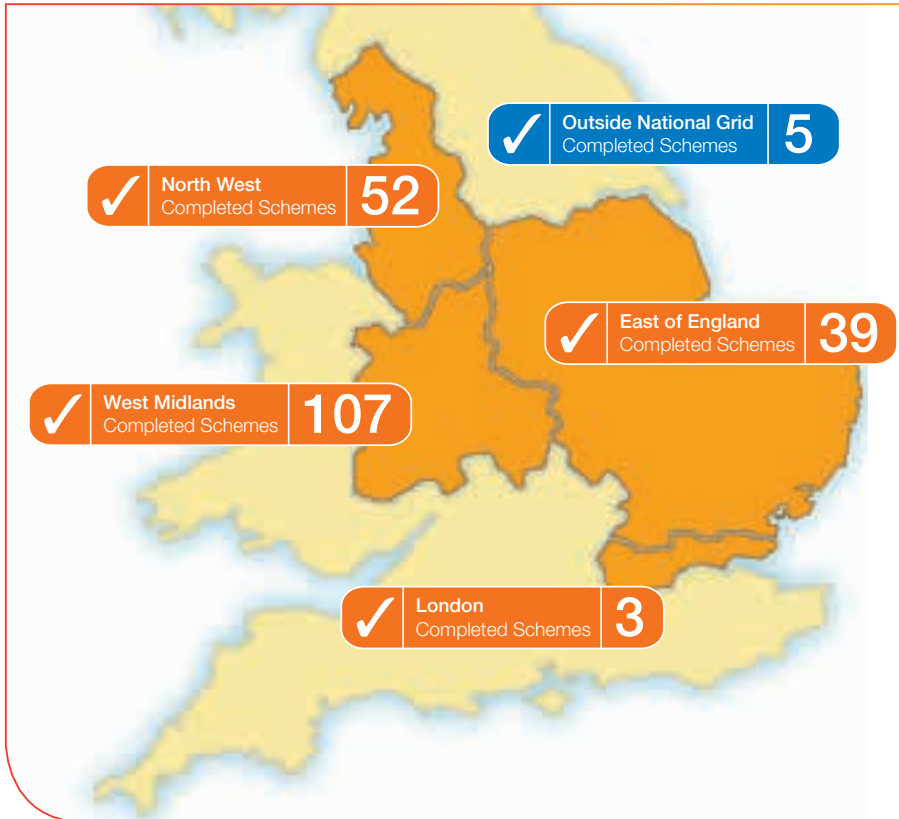
Anticipated savings made by households over the life of their products by switching from less carbon intensive energy sources to more energy efficient alternatives.



1.6 million

Tonnes of Lifetime CO₂ savings to the end of the contract period. Savings made as a result of changing domestic properties from fossil intensive fuels to natural gas. Achieved against target of 200,000 tonnes set in 2009.

Managing Director's Statement continued



It's not simply about providing new gas connections though; to make a real difference to people's lives there needs to be investment in new highly efficient gas heating systems supported by appropriate energy efficiency advice. For community schemes alone our highly acclaimed partnerships have secured some £20 million for new gas heating systems.

We have sought out and have listened to our customers and following stakeholder feedback we have widened the scope of our activities to include 'out of area' schemes, independent energy efficiency advice, and tariff signposting. We are now also working alongside leading Fuel Poverty Charity, National Energy Action (NEA), electricity and water companies to

see how we can work more holistically, as well as incorporating carbon monoxide awareness into our procurement and contracting strategies.

Recognising that different solutions are required we have developed replicable heat solutions for multiple occupancy buildings, including 'fuel cell' technology. We have also trialled new technologies, such as Air Source Heat Pumps for Off-Gas grid vulnerable households.

Our Commercial Strategy has been built around delivering our contractual commitments whilst minimising commercial risk. Through the efficient delivery of community schemes, the Service Provider Contract (SPC) with


National Grid has enabled us to fully finance our operations and provided us with a financial return on our activities.

Our contracts with our own sub-contractors are structured on a 'fixed price' basis within an 'all risks' framework. These agreements have evolved over the period and have been rigorously reviewed and enhanced by our executive team and our legal advisers, Dentons.

As a result of the surplus income generated through our activities, AWS is now in the enviable position of being able to provide funding for homes to help support the installation of new gas connections and heating systems to vulnerable fuel poor homes. These homes, which fall outside the qualifying criteria for historical Government schemes are considered marginally fuel poor and therefore an adverse change in income or energy prices are likely to render the household Fuel Poor. These initiatives have received wide acclaim and are greatly appreciated by recipients.

AWS has also provided financial support to 'Off-Gas' grid homes and has recently completed a study into 16 Air Source Heat Pumps (ASHP) to rural fuel poor homes (see www.affordablewarmthsolutions.org.uk for further detail).

Recent developments have seen AWS support the development of fuel cell technology and in particular its role as embedded generation (BlueGen). Initial results from this pilot are highly encouraging and feedback received from clients is extremely positive.

 **125,000**
kilometres of gas mains constructed

The Environmental and Social Impact

Through our work to replace old inefficient and carbon intensive heating systems we measure the impact that this may have on the environment. To 31 March 2013 we estimate to have helped reduce the lifetime environmental impact from old inefficient heating systems by some 1.6 million tonnes of carbon dioxide. In terms of potential financial savings for householders this generates some £63.5 million of lifetime energy savings.

Customers are also recognising the impact we're making on their lives with an increase in customer satisfaction levels, and **97%** of customers say their houses are now warmer and more comfortable following the installation of a new gas heating system.

Financial Overview 2012/13

We generated an operating profit of £287,247 to 31 March 2013 (up from £206,352) through the efficient management of overheads and the delivery of a number of community projects in accordance with the National Grid contract. The Company held net assets of £785,643 at 31 March 2013 (up from £491,826) which included cash at bank of £1,039,147 (up from £843,481). All balances owed at the year-end have now been settled in full.

Jeremy Nesbitt

Managing Director
30 September 2013

Obituary

Rt. Hon. Malcolm Wicks MP

“provided leadership and support that has proved invaluable and central to the successes of the Company”



Affordable Warmth Solutions Chairman, Malcolm Wicks, sadly passed away in September 2012. Malcolm was a champion of poor and vulnerable households who struggled to pay their energy bills. His book '**Old and Cold – Hypothermia and Social Policy**' increased understanding of the terrible consequences of poor housing, low income and high energy bills. It helped shape progressive policies which Malcolm, in his ministerial roles responsible for Energy, and Works and Pensions, took forward with great passion.

Malcolm was an unpaid non-executive Director and Chairman of Affordable Warmth Solutions (AWS) since its formation in 2009, during which time he provided leadership and support that has proved invaluable and central to the successes of the Company. In his role as Chairman, he was deeply concerned that policies should lead to practical, deliverable solutions that would directly benefit those most in need.

Showing his total commitment to the Company's aim of helping to remove vulnerable homes from Fuel Poverty, he worked tirelessly through his illness showing fierce determination and a unique sense of humour and compassion. We are saddened by his loss but inspired by him to continue the fight against Fuel Poverty.

Malcolm Hunt Wicks, politician and academic, born 1 July 1947; died 29 September 2012.

Malcolm Wicks – Memorial Bursary

In recognition of Malcolm's commitment to AWS and Fuel Poverty in general, we have established a memorial fund in his name. The fund will be managed by National Energy Action (NEA) on behalf of AWS.

The fund will support six students from Malcolm's old constituency of Croydon South and will have an annual budget of **£20,000** over a three year period (£60,000 total).

NEA will work with local Sixth Form colleges in Croydon South to run a competition to select six students applying to university who over the course of their studies will each receive an annual bursary towards their cost of living expenses and an opportunity to work with NEA during the summer holiday break.

Overview and Highlights

2008 December — Affordable Warmth Solutions (AWS) was incorporated and the service provider contract agreed with National Grid.

Our Achievements Four Years of Delivery



2009

February

Awarded Community Interest Company (CIC) status and commenced its first project in Kirkup Walk, Stoke-on-Trent – replacing 48 inefficient electric heating systems in domestic properties in partnership with Stoke-on-Trent City Council. Total investment £240,000.

June

Rt Hon Malcolm Wicks MP was appointed as non-executive Chairman of Affordable Warmth Solutions.

October

AWS commences project to make gas available to 225 properties in former coalmining areas of Worksop. This project delivered in partnership with A1 Housing (Bassetlaw) was completed in December 2009 and enabled many homes to receive new heating systems in time for winter.



2010

February

Shortlisted for Heating and Ventilation News Awards for 'Partnering Initiative of the Year' – Maddocks Court project in partnership with Wrekin Housing Trust.

July

In partnership with Black Country Housing, AWS commenced first 'Heat Network' project at Doveton House, Stourbridge, providing 24/7 heating solutions for 31 vulnerable residents living in sheltered accommodation.

August

Commenced Phase 1 of the delivery programme to construct 813 new gas connections for Stoke City Council owned properties.

November

Shortlisted for the Energy Industry Awards 2010 in the Community Initiative Award category.



2011

March

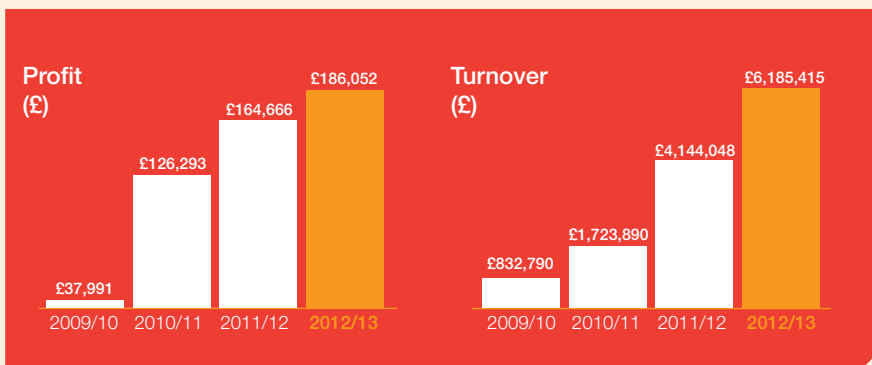
AWS connects 1000th customer, Mrs. Jean Southern, a tenant of Wigan and Leigh Housing, who are one of our most valued partners.

September

Commenced programme to provide new gas infrastructure to more than 900 homes in Whaley Thorns, Langwith and Nether Langwith, Nottinghamshire. Secured funding of over £4 million to connect the villages and provide homes with new central heating systems.

December

AWS provides new gas connection and heating system to the Scout HQ in Kirby Muxloe, Leicestershire. This support enabled the local scout group to fully utilise its building that would now be available to the whole community.





73%
of customers rate service as exceptional

97%
of our customers confirmed their properties were warmer after our installation of heating

206
community schemes completed over the lifetime of the contract

6,573
community connections over the whole project

13,348
one-off connections made

19,921
connections made over the whole contract against a target of 5,000



2012
March

Delivered first 'Off-Gas Grid Air Source Heat Pump' pilot scheme in partnership with A1 Housing (Bassetlaw), Worksop, Peaks and Plains Housing Trust and National Energy Action (NEA). The scheme was independently evaluated by NEA and measured the impact on customers, their homes and their energy bills and comfort over 12 months.

See page 10 for more information

April

Commenced the Oak Tree Estate project in Mansfield – established a partnership between Mansfield Council, British Gas and npower to develop a Community Energy Savings Programme (CESP) to replace the existing carbon intensive and coal powered heating system. Central to this £5 million scheme was the construction of a £1.8 million gas network to the estate. This resulted in 8.8km of new gas mains and 1,090 new gas service connections and heating systems.

July

AWS fully funded the construction of new gas infrastructure and the provision of updated heating systems to 95 residential park homes at Folly Park, Bedfordshire. All works were completed in advance of the winter. Further community benefits included the provision of combined carbon monoxide smoke detectors, dehumidifiers and tailored energy efficiency and tariff advice.

See page 11 for more information



2013
January

Working in partnership with Madeley Charity and Housing 21, AWS installed their first BlueGen small scale electricity generator in the Madeley Centre, Staffordshire. The installation is part of a £150,000 investment programme affecting similar community developments.

See page 12 for more information

March

Achieved ISO 14001 and 9001 Accreditations.

Completion of the initial four year contract and agreement for a new three year contract with National Grid for the continuation of the Fuel Poverty Programme to commence in April 2013.

National Energy Action published its independent report into AWS pilot programme that installed Air Source Heat Pumps into Off-Gas grid rural properties.

The full report can be viewed here: www.affordablewarmthsolutions.org.uk/CaseStudyPDF/hper_worksop_macc

Working with Affordable Warmth Solutions

National Grid, our key strategic partner

George Mayhew
Group Public Affairs
Director, National Grid



National Grid understands that it has a key role to play in supporting the communities in which it operates and is proud of

its Fuel Poverty programme and our foresight to develop, support and lead the National Grid Affordable Warmth Solutions business.

National Grid Affordable Warmth Solutions provide new gas connections and 'whole house' energy solutions that improve the energy efficiency of homes and is a key part of National Grid's commitment to its customers. We are also particularly proud of the innovative work that has been delivered to sheltered accommodation; the pilot programmes on Air Source Heat Pumps and Fuel Cell Technology (BlueGen) are breaking new ground and we are committed to sharing our learning in this area.

The success of all our initiatives is due to committed leadership and the ambition, innovation and hard work of all the partners who contribute to individual projects, and who share our ambition to enable all homes to be heated and lit in an affordable, sustainable and secure way. The model by which National Grid Affordable Warmth Solutions provides direct support to vulnerable customers and its achievements is something which we all can be proud of. Through the availability of gas and the installation of highly efficient new gas boilers and through the links to our Carbon Monoxide awareness campaign we should also recognise the positive effect that our projects have on some of our most vulnerable customers, and the environment, through the reduction of harmful emissions.

J. Murphy & Sons Ltd

Having the opportunity to work with Affordable Warmth Solutions (AWS) in their drive to tackle the impact of fuel poverty has provided us at J. Murphy & Sons Ltd with an excellent platform to showcase our market leading skills base and systems management processes, as well as provide us with an insight to and education in the potential long term impact that can result from continued fuel poverty growth.

We have been involved in the utilities industry for many years working with the network owners, construction companies, local authorities and developers, however we had not worked with such a socially responsible client prior to becoming involved with AWS.

There are clear benefits in the close working relationship we have developed. The client's needs are clearly defined from the outset of a project, with the end user's needs being kept in mind at all stages. There is open and clear sharing of information, with members of the AWS team always on hand to offer guidance.

All too often clients make far too many assumptions of how they expect a contractor to undertake work which can lead to confusion, operational dysfunction and disputes at a later stage. We have found that the regular forums with AWS and other approved contractors help to limit such issues.

Sharing of best practice and innovation, e.g. WASK PE Riser systems recommendation, puts all competing contractors on the same level of understanding of how projects are to be considered from inception.

The forums are well run and presented in an informative and organised manner, which constructively prepare the contractor to understand the client's expectations.

Working in local communities

The Murphy Group recognises that our industry must operate in a socially and environmentally responsible manner. Our response to the "Strategy for Sustainable Construction" has been to introduce management systems, improvement practices and measurement processes to ensure that our day to day process

works in offices and on sites. Working with AWS and tackling the issues of fuel poverty together has provided us with the opportunity to put these behaviours into practice.

Given the scale of the gas infrastructure projects undertaken at Whaley Thorns and Oak Tree Estate, Mansfield, it was important that these resources were used to produce an infrastructure that will invest in future growth whilst reducing pollution and minimising resource usage, and improve the environment.

There is a real sense from these projects that we are making differences that will improve the quality of life within these communities for years to come.

Use of innovative solutions

Aware of the budgetary constraints placed on AWS, our aim is to do "More with Less". This requires the use of innovative construction and management systems to save time, money and reduce the environmental impact of construction projects. We achieved this by the use of simple strategies.

The reuse of excavated material as backfill was made at every opportunity, where it can be properly assessed as being fit for purpose.

We employ construction methods such as tunnelling, to minimise environmental impact, and the use of directional drilling. These techniques were employed on another of AWS's projects at Folly Park, Clapham. This succeeded in limiting time, cost and environmental damage in a very sensitive community environment.

Recycling/reuse of waste

We aim to recycle waste as much as is reasonable. All excavated materials that we were unable to reuse from Whaley Thorns and Oak Tree Estate were presented for recycling at plants local to the towns. We ensured that new materials were sourced only from suppliers who were also in a position to take control of our waste for recycling.

Communities and Safety

Working within existing road networks and established communities presents us with

the challenges of managing potentially dangerous construction works within socially vibrant housing estates and the safety of the public on projects like Oak Tree Estate and Whaley Thorns was of paramount importance. These two projects alone involved a direct interaction with over 4,000 residents in some 1,888 properties. The safe systems of work implemented and maintained by us and AWS ensured the safety of all. We feel this is best achieved through our Award Winning Safety & Culture Programme, "Speak Up For Safety".

The programme is based on a unique blend of strategies and tools including applied psychology, and industry best practice. The training uses a tried and tested process which requires a holistic approach, whose focal points are engagement throughout the whole organisation and sustainability through the development of a coaching community which continually challenges the performance of the whole Company. This is not limited to our employees. Everyone has a part to play. We bring together Board members, employees from a cross-section of the business, office and site-based, contractors, sub-contractors, suppliers and in this case, employees from AWS attended our safety briefing in our on-site mobile "Safety Bus".

National Energy Action (NEA)

NEA applauds the creative and innovative approaches taken by AWS to provide a holistic package of help to vulnerable households. To complement the gas network incentive scheme which takes gas to the doorstep, AWS have worked with social housing providers and suppliers to fund gas heating systems and insulation measures. NEA is delighted to work with AWS in providing support and additional benefit to customers within their larger community schemes. We provide tailored advice on the efficient use of energy, tariffs, budgeting, using heating controls and managing energy use in the home. We are also delighted that we have been selected by AWS to independently evaluate alternative solutions to fuel poverty where it has been uneconomic to extend the gas network.

A Day in the Life of Peter Edwards

Project Officer,
National Grid – AWS



As an established Project Officer for National Grid AWS (Affordable Warmth Solutions), I am fortunate to undertake such a variety of work that describing a "typical" day is rather challenging. From meetings to inspections to negotiations, there's never a dull moment.

A typical day in my role is built around forward-planning, which is essential in enabling me to fit my core deliverables around time spent away from the office, which is in fact my home. A lot of people think I'm pretty lucky to be able to work from home but, while it does have its benefits, it is a world away from the typical office 9 to 5.

I'm an early riser, often starting at 6am (by choice), when I begin to plan for the day ahead. My job often involves roundtrips of hundreds of miles, so I need to prepare properly as I can't afford any wasted journeys.

Another vital part of being a successful home-based worker is communication, specifically keeping in close contact with the rest of the team, so I always plan for adequate time to achieve this, from checking emails to updating my colleagues on my own work.

A lot of my days revolve around site visits. A typical site visit will see me facilitate site inspections with the contractors followed by coordinating the weekly planning/progress meeting. Once on site, I always try to get an impression of how our works may affect the general public. Customer safety and perception is of paramount importance to me.

As is safety, and following the formal meetings, we undertake a safety tour of the site, discussing health and safety aspects and work progress with the teams and site personnel. Any concerns or observations that we pick up during our tour are normally discussed and resolved immediately on site. The tour also offers a chance to meet with local residents and get their opinion on the works first hand. While you "can't make an omelette without breaking eggs", you can make every effort to cause minimum disruption to a neighbourhood.

The planning comes into play again once a visit is complete, as I always try to maximise the worth of my time by visiting multiple sites. No site is the same — from meeting and inducting a new team just as a job is starting, to attending pre-contract commencement meetings — but all visits offer specific duties and are important to the project in one way or another.

The best part of any day, and my job in general, is when a project is finished and everyone is happy. I get a tremendous amount of satisfaction to know we have had a positive impact on an area.

On arriving back home, there are lots of emails and telephone calls to sort and clear, as well as writing up the minutes and site inspections from the day's visits. It is always my aim to get the formal notes and action points circulated by the next day at the latest so the issues remain fresh in the mind.

And, with all that behind me, I am lucky to close my laptop by 6pm, before it all carries on the next day.

Case Study

Off-Gas Grid – Pilot Scheme Elkesley Village, Worksop

Air Source Heat Pump – Background

As a domestic heating technology, Air Source Heat Pumps (ASHP) are increasingly being considered a cost effective option for heating homes particularly in Off-Gas areas. Government targets for carbon dioxide emission reduction, financial incentives and funding mechanisms are all poised to stimulate the take up of ASHP's in the UK.

It is widely promoted by manufacturers that heat pumps are a cost effective heating system for properties where mains gas supplies are not available. Through this project, AWS engaged with the Housing Associations involved, and provided finance towards the installation of the heating systems in their properties.

Process

AWS are committed to investigating new technologies and the benefits they can bring to sustainable energy and affordable warmth. In 2011/12, we invested £150,000 to pilot an Air Source Heat Pump (ASHP) non-gas energy solution to 16 low income homes.

The pilot was supported by an independent National Energy Action (NEA) study, to determine the suitability of ASHP's for Off-Gas grid/low income homes. NEA has now published its final report into the study which has highlighted that ASHP's, installed correctly and with the right support to low income households, can provide an effective solution to households without access to the gas network. They provide benefits such as increased thermal comfort, lower heating costs, improved controllability and increased automation compared to alternative heating fuels such as oil or LPG.

Most importantly, the study showed an overwhelming majority of tenants (81%) were extremely happy with their new systems, AND would recommend the system to others.

Headlines from Independent Research

The study concluded that there are significant benefits for ASHP in 'Off-Gas' grid properties. These include:

1. Increased thermal comfort,
2. Lower heating costs,
3. Improved controllability of heating; and

4. Increased automation compared to storage or solid fuel.

ASHP's are a cost effective way of providing affordable warmth in Off-Gas communities — provided the systems are specified correctly by skilled technical staff, and the householder is involved in the decisions affecting them (such as positioning of radiators, buffer tanks and controls).

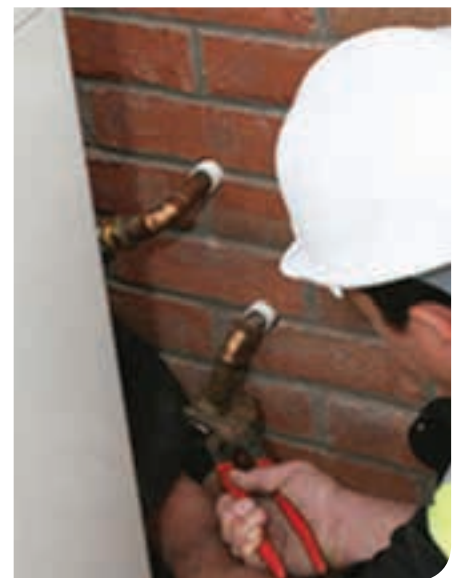
Learning Points

Key learning points have also been identified for future ASHP initiatives and are being shared to ensure successful implementation and use of this technology. These include the need for:

- Appropriate support and training for residents to ensure that the systems are used correctly.
- Support for tenants in choosing and switching energy tariffs.
- Appropriate specification of systems with sub-controls for whole house heating.
- Consideration of the provision of energy displays/smart meters in conjunction with the rollout of ASHP's.

Below: An Air Source Heat Pump unit installed

Right: Making the final connection of an Air Source Heat Pump unit by an approved AWS contractor



Case Study

Park Home Development — Folly Park, Bedfordshire

Background

Folly Park is a site comprised of approximately 100 residential caravans. Historically it has been extremely difficult to secure funding for in-house measures for park homes as they don't qualify for support from traditional Government or Energy Supplier schemes such as Warm Front, CESP or the Warm Homes Discount.

Residents of this privately owned 'Off-Gas grid' site were reliant on more expensive fuels such as individual bottled LPG. This increasingly was proving difficult to maintain for the aging residents.

Process

AWS approached the park owner and in an effort to gain community engagement we held several 'open evenings' to help homeowners understand how to better afford warmer homes.

During the open evenings it became apparent that the householders were concerned with the potential disruption to 'normal life', particularly as many customers had mobility issues. We worked closely with the park owners and

our approved contractors, J. Murphy and Sons Ltd and GASS Ltd to develop a construction and installation programme that minimised any inconvenience.

The roads within the park were narrow and it was important that where possible access to properties was maintained, where access was disrupted we ensured the homeowners had prior notice and an opportunity to make alternative arrangements. The emergency services were also notified of our work programme and contingency arrangements were put in place for dealing with such occurrences. Fortunately we did not have to revert to such arrangements but it highlighted to us and our contractors the importance of careful planning and communication.

Challenges

A particular challenge was the negotiation of easements to construct a new gas network across third party owned land. An innovative approach to overcome this challenge resulted in changes to the layout of the park enabling new gas infrastructure and connection to the upstream gas network.

"In addition to the new gas network we fully funded the installation or conversion of heating systems, cookers and combined CO and smoke detector alarms."

In addition to the new gas network we fully funded the installation or conversion of heating systems, cookers and combined CO and smoke detector alarms to the value of £150,000. Work was completed prior to the recent winter.

Following the winter period, a further customer initiative saw us partner with leading Fuel Poverty charity, National Energy Action, to lead surgeries to help residents better understand how to use their new boilers and controls, how to switch tariff and how to save energy. To help support this initiative AWS also provided 'dehumidifiers' to overcome the historical issue of condensation in these types of homes.

Below: Construction of gas feeds at Folly Park residential site

Right: A property at Folly Park



Case Study

Embedded Generation — Madeley Charity and Housing 21

Background

The Madeley Centre is a unique and innovative development which provides a whole range of community facilities to support the health, welfare and well-being of local people. It includes a community café, a computer learning centre, a services hub, a health room, charity shop, community rooms, a children's centre and a community hall. Through these facilities the Centre delivers a whole range of opportunities for young and old, which are run for the benefit of the community in a sustainable way.

The Opportunity

For a number of years Ceramic Fuel Cells Ltd has been developing a fuel cell micro CHP unit which has been commercialised under the BlueGen name. Manufactured in Germany the product is accredited in the UK with CE¹ and MCS² approval; it also qualifies under the UK Government 'Feed in Tariff' scheme.

The appliance, that can be retrofitted to existing heating systems, is designed primarily for generating electricity at source at a leading net efficiency of 60%, and as part of the refraction process produces heat and hot water of 200 litres per day. In addition to the energy

¹ MCS — Microgeneration Certification Scheme (MCS). ² CE — The CE marking confirms a product has been assessed against, and meets EU safety, health and environmental protection requirements.

Below: BlueGen unit installed at Madeley Community Centre



savings, BlueGen contributes significantly to carbon reduction compared to conventional power generation as a result of using less fuel to provide more power. BlueGen can generate approximately 13,100 kW/hr of electricity on a continual basis in a year and is ideally suited for the social housing sector or sheltered accommodation where a number of properties can be linked via the technology.

Process

Working in partnership with the Madeley Charity and Housing 21, we part funded and installed a BlueGen unit in February 2013. BlueGen is the world's most efficient small-scale electricity generator, using fuel cells to convert natural gas into power and heat.

As well as its efficiency benefits, it offers the following key innovations:

- Remotely monitored and controlled over the internet
- Generates power 24/7, all year round
- Generates approximately 13,000 kW/hr of electricity per year
- All power generated used on-site
- Heat utilised for hot water

- World's highest electrical efficiency
- Peak electrical efficiency of up to 60%
- Only UK Fuel Cell Micro CHP unit with Microgeneration Certification Scheme (MCS) approval

Initial Outputs

Through data received via our online monitoring, the table below indicates the performance of the product over a one week period. It can be seen from these results that the BlueGen unit is operating at optimum performance and receipts from Feed in Tariff are entirely consistent with financial projections.

Benefits

The electricity generated is being used to 'off-set' the centre's previous 'grid' requirement with the savings made passed on to the residents of the sheltered accommodation. This installation at the Madeley Centre is part of a £150,000 investment by AWS into a number of BlueGen units to similar community developments. AWS have also engaged NEA to carry out an independent study to better understand the benefits to vulnerable customers and to transfer this knowledge into the wider social sector.

Madeley Centre Project (snap shot of one week performance)

Operational Hours	168h
Average Electrical Efficiency	59.10%
Generated Electricity	246kWh
CO ₂ Emissions	85.2kg
CO ₂ Savings	43.9kg
Average Electrical Generation	1.46kWh
Feed in Tariff Receipts this week	£31.71
Deemed Value	£5.66
Total Return	£37.37
Potential Yearly Return	£1,943.24

*Based on Feed in Tariff at 12.89p and Deemed Value 4.6p

Case Study

Community Gas Scheme — Walsall Housing Group, Walsall

Background

Walsall Flats were built around 1970 and were constructed as three storey flats with electric storage heaters as the main form of heating. All 149 flats are located in an area of high deprivation and were targeted for funding under the Community Energy Saving Programme (CESP).

Working in partnership with Walsall Housing Group (WHG) and British Gas, Affordable Warmth Solutions installed new gas mains and services to the flats which enabled British Gas to install new energy efficient gas heating systems.

The gas construction work involved the laying of circa 982m of low pressure gas mains, circa 300m of riser pipework and the installation of 149 new services.

The original planned start dates of August 2012 had been significantly delayed by complex easement negotiations. We were committed to making this scheme 'happen' as some £0.52 million CESP funding was available for Walsall Housing Group. Further delays to the construction scheme could have jeopardised this funding.

Legal approval was secured at the end of January 2013 allowing just eight (8) weeks for construction. Work then commenced in earnest to finalise and arrange:

- Contracts with the client and award construction contracts
- Construction Design & Management (CDM) packs and notify the HSE
- Access to highways and agree road openings
- Mobilisation in line with construction and CDM requirements
- Access to all properties

Process

Because of the need to have "gas on" to as many properties, as quickly as possible, AWS reviewed construction aspects to determine if the site was suitable for relatively new initiatives such as polyethylene (PE) riser systems as opposed to conventional steel systems, the use of PE would facilitate faster construction. Following detailed risk analysis with our approved contractor (Future Utility Services), manufacturers and suppliers, the scheme was deemed suitable and for the first time on AWS related works, the PE riser system was used.

AWS agreed a resource plan that had a team of 20 contractors working on the site at any one time. These works, notifiable under the Construction Design & Management Regulations (CDM) were co-ordinated by AWS Project Officer, Peter Edwards.

Weekly meetings with the project team and the client ensured the project was kept on schedule and difficult issues such as access to flats were managed accordingly.

Challenges

Two specific challenges encountered during the works should be noted:

- Access to flats, which is always a significant issue on internal supplies for three storey risers; and
- Appalling weather. The teams encountered the coldest March in 50 years with significant snow falls, high winds and frozen grounds which had an effect on the overall project and particularly reinstatement aspects. In all, approximately nine total working days were lost due to the poor weather.

Despite the challenges and aggressive timescales, the works were completed on schedule and within budget and essentially to the complete satisfaction of the client Walsall Housing Group, who thanks to the British Gas CESP funding, were able to install new highly efficient gas heating systems for its tenants.

The scheme attracted many plaudits, but most importantly from the residents who now have the opportunity to live in warmer, healthier homes.

Below and Right: Vertical Polyethylene (PE) risers to three-storey flats at Walsall Housing Group



The Board



Executive Directors

Jeremy Nesbitt Managing Director

Jeremy is a qualified mechanical engineer and holds a Masters degree in business administration (MBA). He is a Chartered Manager and a member of the Institution of Gas Engineers.

In 2004, on behalf of National Grid, Jeremy was instrumental in establishing Community Energy Solutions Ltd and also Warm Wales - Cymru Gynnes Ltd and, on secondment from National Grid, served as Warm Wales' Commercial Director until 2008.

Returning to National Grid he established Affordable Warmth Solutions Ltd that was awarded Community Interest Company status in January 2009. Jeremy also serves on the UK Government's Fuel Poverty Advisory Group (FPAG) in England and on behalf of FPAG chairs the Industry 'Off-Gas Grid' Group.

Lois Whitehouse Finance Director

Lois is a Chartered Certified Accountant and has been a finance professional with National Grid since 1998, holding various positions within the Transmission businesses and Central Functions.

In her present role for National Grid she is responsible for the financial management of the major shared business support functions. She combines this role with her new role as National Grid Affordable Warmth Solutions Finance Director, responsible for the overall direction, guidance and advice on financial strategies for AWS that contribute to the achievement of Company objectives.

Phil Rider Operations Director

Phil is an incorporated gas engineer and health and safety professional and has worked within the gas industry for some 27 years holding Senior Manager positions in both engineering and health and safety.

For the last four years Phil has been responsible for the delivery of multi million pound fuel poor initiatives across England and Wales. Phil joined Affordable Warmth Solutions in February 2009 and in November 2009 was invited to join the Board as Operations Director, accountable for the design and delivery of all engineering schemes together with Health, Safety and Environmental policies.



Pictured

- 1 Jeremy Nesbitt
- 2 Lois Whitehouse
- 3 Phil Rider
- 4 Chris Bennett
- 5 Jenny Saunders
- 6 Jonathan Leech
- 7 John Healey



Non-Executive Directors

Chris Bennett

Non-Executive Director

Chris is a member of National Grid Gas Distribution Executive heading up the RIIO Delivery function. Since leaving university in 1992 Chris has held several positions within National Grid across the electricity, gas and metering sides of the business. Two years ago Chris headed up the Transmission Future Networks team and was instrumental in working with Government and key stakeholders on meeting the energy policy challenges of affordability, sustainability and security of supply up to 2050. Chris's current team are heavily involved in working with stakeholders as part of the RIIO price control consultation process which includes examining future options around fuel poor connections.

Jenny Saunders OBE

Non-Executive Director

Jenny Saunders has been Chief Executive of National Energy Action since 2007, and prior to that was Director of Communications for the charity.

She is a member of:

- UK Government's Fuel Poverty Advisory Group
- Ofgem's Sustainable Development Group
- North East Energy Leadership Council
- Advisory Board for the Energy Institute at the University of Durham

She is a non-executive Director of National Grid Affordable Warmth Solutions, Community Interest Company and sits on Centrica's Corporate Responsibility Advisory Group, Northern Powergrid Social Obligation's Expert Panel, and chairs SSE's Customer Forum.

Jenny is a trustee of Energy Action Scotland, and the Cheshire Lehmann Fund.

Having helped to establish a grant-making fund at the Community Foundation for Tyne & Wear and Northumberland to assist women to achieve their full potential, Jenny served on the Women's Fund Committee for five years from 1999-2004. She served as a trustee of the British Gas Energy Trust for six years until October 2010 and is chair of a local community group in Newcastle.

A language graduate of the University of Newcastle upon Tyne, Jenny worked in Norway and in youth and community training programmes prior to joining NEA. She was awarded an OBE in the 2013 New Year Honours List for her services to the fuel poor.

Jonathan Leech

Non-Executive Director

Jonathan is a partner at SNR Denton Solicitors specialising in Construction and Engineering with particular emphasis on procurement strategy in the energy, utility and nuclear sectors.

His recent portfolio of experience includes advising utilities on the development of framework contracts for engineering works, including engineering period contracts, 'alliancing' strategy and associated contract terms, frameworks for emergency and meter services, development of connections contracts, strategies and period contracts relating to AMP4.

Rt. Hon. John Healey MP

Non-Executive Chairman

(appointed July 2013)

John Healey succeeded the late Rt. Hon. Malcolm Wicks as the unpaid non-executive Chairman of Affordable Warmth Solutions CIC.

John was elected Member of Parliament for Wentworth in 1997. Boundaries changed at the 2010 General Election and he became the MP for Wentworth and Dearne.

John was Shadow Health Secretary from October 2010 to October 2011. He came second in the Labour Party's shadow cabinet elections, receiving the support of 192 out of 257 Labour MPs. Prior to that he was Shadow Minister for Housing and Planning, after being Minister for Housing and Planning at the Department for Communities and Local Government (CLG) before the May 2010 general election – making him the first ever Rotherham MP to sit at the cabinet table.

He became Housing Minister in June 2009, having first joined CLG as local government minister in June 2007. Shortly afterwards he became responsible for coordinating the Government's contribution to the recovery from that summer's floods.

John was born in Wakefield and educated at Lady Lumley's Comprehensive School, Pickering, and at Peter's School in York and Christ's College, Cambridge. He worked in the voluntary sector from 1984 to 1990 with the Royal National Institute for the Deaf, the Royal Association for Disability and Rehabilitation and MIND campaigning to improve rights and services for disabled people. From 1990 to 1994 John worked in communications for Issue Communications, a PR company, and the MSF Union. He was Campaigns Director for the TUC from 1994 to 1997. He has also been a part time tutor at the Open University's Business School.

John is married with one child and lives in Rotherham.

Directors' Report

The Directors present their report and the financial statements for the year ended 31 March 2013.

Principal activities

The Company's principal activity is to help relieve fuel poverty, promote well-being and protect health by promoting the efficient use of energy.

Directors

The Directors who served during the year were:

J R A Leech
J E Nesbitt
P I Rider
J M Saunders
The Right Honourable M H Wicks MP
(resigned 16 August 2012)
C Bennett
L Whitehouse

Directors' responsibilities statement

The Directors are responsible for preparing the Directors' report and the financial statements in accordance with applicable law and regulations.

Company law requires the Directors to prepare financial statements for each financial year. Under that law the Directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period. In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Directors are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Directors are responsible for the maintenance and integrity of the corporate and financial information included on the Company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements and other information included in Directors' reports may differ from legislation in other jurisdictions.

Provision of information to auditors

Each of the persons who are Directors at the time when this Directors' report is approved has confirmed that:

- so far as that Director is aware, there is no relevant audit information of which the Company's auditors are unaware; and
- that Director has taken all the steps that ought to have been taken as a Director in order to be aware of any information needed by the Company's auditors in connection with preparing their report and to establish that the Company's auditors are aware of that information.

Auditors

The auditors, Dains LLP, will be proposed for reappointment in accordance with section 485 of the Companies Act 2006.

In preparing this report, the Directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

This report was approved by the Board on and signed on its behalf.

Lois Whitehouse
Director

Independent Auditors' Report

to the members of Affordable Warmth Solutions CIC

We have audited the financial statements of Affordable Warmth Solutions CIC for the year ended 31 March 2013, which comprise the profit and loss account, the balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Directors and auditors

As explained more fully in the Directors' responsibilities statement, the Directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Directors' report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the Company's affairs as at 31 March 2013 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Directors were not entitled to take advantage of the small companies' exemption in preparing the Directors' report.

Andrew Morris FCA
(Senior statutory auditor)
for and on behalf of Dains LLP
Statutory Auditors
Chartered Accountants
Fort Dunlop, Birmingham
24 July 2013

Profit and Loss Account

for the year ended 31 March 2013

	Note	Year ended 31 March 2013 £	Year ended 31 March 2012 £
Turnover	1,2	6,185,415	4,144,048
Cost of sales		(5,299,834)	(3,419,563)
Gross profit		885,581	724,485
Administrative expenses		(598,334)	(518,133)
Operating profit	3	287,247	206,352
Interest receivable		3,653	2,473
Gift aid payment		(60,000)	–
Profit on ordinary activities before taxation		230,900	208,825
Tax on profit on ordinary activities	6	(44,848)	(44,159)
Profit for the financial year	11	186,052	164,666

All amounts relate to continuing operations.

There were no recognised gains and losses for 2013 or 2012 other than those included in the profit and loss account.

The notes on pages 20 to 23 form part of these financial statements.

Balance Sheet

as at 31 March 2013

	Note	£	2013 £	£	2012 £
Current assets					
Debtors	7	831,804		891,495	
Cash at bank and in hand		1,039,147		843,481	
		1,870,951		1,734,976	
Creditors: amounts falling due within one year	8	(1,085,308)		(1,243,150)	
Net current assets			785,643		491,826
Total assets less current liabilities			785,643		491,826
Creditors: amounts falling due after more than one year	9	(270,641)		(162,876)	
Net assets			515,002		328,950
Capital and reserves					
Profit and loss account	11		515,002		328,950
	12		515,002		328,950

The financial statements were approved and authorised for issue by the Board and were signed on its behalf on 24 July 2013.

Jeremy Nesbitt

Director

Lois Whitehouse

Director

The notes on pages 20 to 23 form part of these financial statements.

Notes to the Financial Statements

for the year ended 31 March 2013

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards and the Companies Act 2006.

1.2 Cash flow

The Company has taken advantage of the exemption conferred by Financial Reporting Standard No.1 'Cash Flow Statements (Revised 1996)' not to produce a cash flow statement on the grounds that it is a small company under the Companies Act 2006.

1.3 Turnover

Turnover comprises revenue recognised by the Company in respect of goods and services supplied, exclusive of Value Added Tax.

Revenue is recognised on an accruals basis.

1.4 Operating leases

Rentals under operating leases are charged to the profit and loss account on a straight line basis over the lease term.

1.5 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

2. Turnover

The whole turnover is attributable to the principal activity.

All turnover arose within the United Kingdom.

3. Operating profit

The operating profit is stated after charging:

	Year ended 31 March 2013 £	Year ended 31 March 2012 £
Auditors' remuneration	7,000	6,800
Operating lease rentals: – motor vehicles	16,458	16,288

4. Staff costs

Staff costs, including Directors' remuneration, were as follows:

	Year ended 31 March 2013 £	Year ended 31 March 2012 £
Wages and salaries	334,651	238,102
Social security costs	23,776	15,610
Pension costs	9,965	8,104
	368,392	261,816

The average monthly number of employees, including the Directors, during the year was as follows:

	Year ended 31 March 2013 No.	Year ended 31 March 2012 No.
Operational staff	8	6

5. Directors' remuneration

	Year ended 31 March 2013 £	Year ended 31 March 2012 £
Emoluments	65,790	57,630
Company pension contributions to defined contribution pension schemes	2,700	2,500

During the year retirement benefits were accruing to one Director (2012 – one) in respect of defined contribution pension schemes.

Notes to the Financial Statements

for the year ended 31 March 2013

6. Taxation

	Year ended 31 March 2013 £	Year ended 31 March 2012 £
Analysis of tax charge in the year		
UK corporation tax charge on profit for the period	46,970	44,159
Adjustments in respect of prior periods	(2,122)	–
Tax on profit on ordinary activities	44,848	44,159

Factors affecting tax charge for the period

The tax assessed for the period is lower than (2012 – lower than) the standard rate of corporation tax in the UK of 20% (2012 – 20%). The differences are explained below:

	Year ended 31 March 2013 £	Year ended 31 March 2012 £
Profit on ordinary activities before tax	230,900	208,825
Profit on ordinary activities multiplied by standard rate of corporation tax in the UK of 20% (2012 – 20%)	46,180	41,765
Effects of:		
Expenses not deductible for tax purposes	630	2,394
Adjustments to tax charge in respect of prior periods	(2,122)	–
Other timing differences	160	–
Current tax charge for the period (see note above)	44,848	44,159

Factors that may affect future tax charges

There were no factors that may affect future tax charges.

7. Debtors

	2013 £	2012 £
Trade debtors	261,930	133,925
Other debtors	346,276	231,915
Prepayments and accrued income	223,598	525,655
	831,804	891,495

8. Creditors:

Amounts falling due within one year

	2013 £	2012 £
Corporation tax	46,970	44,159
Other creditors	336,024	185,364
Accruals and deferred income	702,314	1,013,627
	1,085,308	1,243,150

Included within other creditors is a loan of £145,000 that is not secured, is interest free and is due for repayment by 31 March 2014.

9. Creditors:**Amounts falling due after more than one year**

	2013 £	2012 £
Other creditors	270,641	162,876

10. Company status

The Company is a Community Interest Company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the Company in the event of liquidation.

11. Reserves

	Profit and loss account £
At 1 April 2012	328,950
Profit for the year	186,052
At 31 March 2013	515,002

12. Reconciliation of movement in members' funds

	2013 £	2012 £
Opening members' funds	328,950	164,284
Profit for the year	186,052	164,666
Closing members' funds	515,002	328,950

13. Pension commitments

The Company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Company in an independently administered fund. The pension cost charge represents contributions payable by the Company to the fund and amounted to £8,575 (2012 — £8,104).

14. Operating lease commitments

At 31 March 2013 the Company had annual commitments under non-cancellable operating leases as follows:

	2013 £	2012 £
Expiry date:		
Within one year	11,327	–
Between two and five years	–	14,261

15. Controlling party

There is no controlling party.

Company Information

Directors	J R A Leech J E Nesbitt P I Rider J M Saunders C Bennett L Whitehouse The Right Honourable J Healey MP (appointed 2 May 2013)
Company secretary	M J Lynch
Company number	06778194
Registered office	Wrigleys Solicitors LLP 19 Cookridge Street Leeds West Yorkshire LS2 3AG
Trading address	31 Homer Road Solihull West Midlands B91 3LT
Independent auditors	Dains LLP Third Floor Fort Dunlop Fort Parkway Birmingham B24 9FD
Bankers	The Co-operative Bank Plc P.O. Box 250 Delf House Southway Skelmersdale WN8 6WT Barclays Bank 79–84 High Street Birmingham B4 7TE



- We have reduced fuel bills.
- We have improved home energy efficiency ratings.
- We have given you greater disposable income.
- We have delivered warmer and healthier homes.
- We have put smiles on faces.

National Grid Affordable Warmth Solutions

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