

# Energy Strategy Choice Powergen

Date of Assessment: 11<sup>th</sup> July 2006

Officer: Steve Kirkham

<b>Available Grant</b>	<b>Score (1 – 5) 4.5</b>
Guaranteed funding of £1,317,181	
Funding subject to terms and conditions but these should be met	
5% technical and 1% customer satisfaction surveys @ additional cost @£26 per survey. Can be negotiated on	

<b>Delivery Capability</b>	<b>Score (1 – 5) 4</b>
Full survey with qualified staff detailing work content and associated costs	
Fully managed integrated scheme pre and post contract ( technical monitoring and satisfaction surveys at additional cost)	
Approved list of installers	
PI and public liability insurance	

<b>Additional Services</b>	<b>Score (1 – 5) 3</b>
No benefits check to private sector however have some initiatives that could be offered	
Produce SAP, HECA and CO2 calculations	

<b>Customer Focus</b>	<b>Score (1 – 5) 3</b>
Customer satisfaction surveys carried out but charge made	
Information and notification letters to residents	
Photo ID for staff	
Appointments system	

**Maximum Score: 20**

**Total Score: 14.5**

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Date of Assessment: 11<sup>th</sup> July 2006

Officer: Karen Newcombe

<b>Available Grant</b>	<b>Score (1 – 5)</b>
£1,317,181 (excl VAT)	
Subject to overall priority group of 70% - will vary depending on number of measures/ property types.	<b>2</b>

<b>Delivery Capability</b>	<b>Score (1 – 5)</b>
Manage the scheme.	
Appoint an installer from tendered list	<b>2</b>

<b>Additional Services</b>	<b>Score (1 – 5)</b>
	<b>1</b>

<b>Customer Focus</b>	<b>Score (1 – 5)</b>
1% customer satisfaction survey to be carried out by Client?	
5% technical monitoring to be carried out by Client?	<b>1</b>

**Maximum Score: 20**

**Total = 6**

# Energy Strategy Choice

## Powergen

Date of Assessment: 11<sup>th</sup> July 2006  
Officer: Paul Maidment

<b>Available Grant</b>	<b>Score (1 – 5)</b>
£1,317,181	
Terms of Grant Can Be Met	3

<b>Delivery Capability</b>	<b>Score (1 – 5)</b>
Experience in this field, proven track record	4

<b>Additional Services</b>	<b>Score (1 – 5)</b>
Limited service available 'weak'	1

<b>Customer Focus</b>	<b>Score (1 – 5)</b>
Average, no real evidence of customer focus	2

**Maximum Score: 20**

**Total 10**

# Energy Strategy Choice

## British Gas

Date of Assessment: 11<sup>th</sup> July 2006  
 Officer: Steve Kirkham

<b>Available Grant</b>	<b>Score (1 – 5) 4</b>
Funding for external wall insulation £174k	
Northwards contribution estimated at £593k for cavity wall; and loft insulation. Remaining gap funded by British Gas	
Funding subject to terms and conditions but these should be met	
£25 survey fee rechargeable should no measures be taken up	

<b>Delivery Capability</b>	<b>Score (1 – 5) 4</b>
Full survey with qualified staff detailing work content and associated costs	
Fully managed integrated scheme pre and post contract	
5% inspection of properties to ensure quality measures	
Approved list of installers	
PI and public liability insurance	

<b>Additional Services</b>	<b>Score (1 – 5) 4</b>
Assessment of grants /benefits I defined 'Help Zones' working with both private and public properties	
Benefits check facility through 'here to help' programme	
Produce SAP, HECA and CO2 calculations	
Free products, grants and services from charity partners	
£5 contribution per property towards community projects	

<b>Customer Focus</b>	<b>Score (1 – 5) 3.5</b>
Customer satisfaction surveys carried out	
Energy saving tips leaflet	

Information and notification letters to residents	
Complaints procedure in place	
Photo ID	
Appointments system	

**Maximum Score: 20**

**Total Score: 15.5**

# Energy Strategy Choice

## British Gas

Date of Assessment: 11<sup>th</sup> July 2006  
 Officer: Karen Newcombe

<b>Available Grant</b>	<b>Score (1 – 5)</b>
• £5 per installation for community projects.	
• Free or partly funded or discounted based on eligibility of occupiers	<b>3</b>

<b>Delivery Capability</b>	<b>Score (1 – 5)</b>
Fully managed by British Gas	
All surveys and measures carried out	
Appointments of Contracts Manager	<b>4</b>

<b>Additional Services</b>	<b>Score (1 – 5)</b>
• HECA & SAP reports	
• Benefit health check	<b>4</b>
• Schedule of works	
• Referral to energy charity	
• Private sector	

<b>Customer Focus</b>	<b>Score (1 – 5)</b>
• Satisfaction surveys	
• Quality standards inspection	
• Complaints policy	<b>3</b>

**Maximum Score: 20**

**Total = 14**

# Energy Strategy Choice

## British Gas

Date of Assessment: 11<sup>th</sup> July 2006

Officer: Paul Maidment

<b>Available Grant</b>	<b>Score (1 – 5) 4</b>
Confirmed finances available, variety of grants awardable.	

<b>Delivery Capability</b>	<b>Score (1 – 5) 4</b>
Fully managed scheme, excellent track record.	
Select list of suppliers	

<b>Additional Services</b>	<b>Score (1 – 5) 4</b>
Offer all services required by Northwards	
Proactive in the market	

<b>Customer Focus</b>	<b>Score (1 – 5) 4</b>
Very customer focussed contribution to community projects	

**Maximum Score: 20**

**Total: 16**

# Energy Strategy Choice

## EAGA

Date of Assessment: 11<sup>th</sup> July 2006

Officer: Steve Kirkham

<b>Available Grant</b>	<b>Score (1 – 5) 1</b>
No guarantees for funding	
Changes from September to funding arrangements are a concern	
Impartiality enables EAGA to act as broker between energy companies	
Structured approach to maximise funding potential pertaining to programming of works	
<b>Delivery Capability</b>	<b>Score (1 – 5) 4</b>
Approved list of contractors Hillserve to carry out surveys and CWI works, loft insulation and hot water jackets Mico Services - external wall insulation assessment	
Electronic data available	
Historical knowledge of property stock	
Monitor procedures for time, cost and quality – 5% sample	
Process to take some 4-6 working weeks	
Sample programme submitted	
PI and public liability insurance	
<b>Additional Services</b>	<b>Score (1 – 5) 3.5</b>
Assessment of grants /benefits utilising Eaga Entitlement Check	
Switch Onto Savings® for Asset Management assist	
Produce SAP and CO2 calculations	
CDM compliant	
<b>Customer Focus</b>	<b>Score (1 – 5) 4</b>
Training & Employment initiatives through local contractors, EEAC, MCC Employment Charter	
Energy saving tips leaflet	
Letters to residents	
Appointment system including weekend and evenings	
Photo ID	
Equal Opps policy	

**Maximum Score: 20**

**Total:12.5**

# Energy Strategy Choice

## EAGA

Date of Assessment: 11<sup>th</sup> July 2006

Officer: Karen Newcombe

<b>Available Grant</b>	<b>Score (1 – 5)</b>
£2.12m – subject to actual measures	
Heating upgrades/ fuel switches =	
£10 - £20 possible per property	<b>4</b>
Possible other funding available e.g.	
windows	

<b>Delivery Capability</b>	<b>Score (1 – 5)</b>
• Systems already in place	
• Dedicated relationship manager locally based	
• National Business Award	<b>5</b>
• Excellent network of approved insulators	
• Single source solution	
• Investors in people	
• Bespoke IT system	

<b>Additional Services</b>	<b>Score (1 – 5)</b>
• Generate SAP, NHER and CO2 data	
• Monitoring and reporting	
• Environmental policy	<b>5</b>
• Energy Advice	
• Benefits check	
• Work with EEAC	

<b>Customer Focus</b>	<b>Score (1 – 5)</b>
• 5% monitoring of works	
• ID Badges and liaison	
• Quality assurance ISO9001: 2000	<b>5</b>
• Regular update letters to residents	
• Auditing and inspection reports	
• Evening/ weekend appointments	

**Maximum Score: 20**

**Total = 19**

# Energy Strategy Choice

## EAGA

Date of Assessment: 11<sup>th</sup> July 2006

Officer: Paul Maidment

<b>Available Grant</b>	<b>Score (1 – 5) 2</b>
Not Guaranteed Funding	
Offer very attractive, although subject to variance	

<b>Delivery Capability</b>	<b>Score (1 – 5) 4</b>
Approved list of contractors	
Experience in this work	

<b>Additional Services</b>	<b>Score (1 – 5) 4</b>
Every service Northwards Housing require	
Pro active in this field	

<b>Customer Focus</b>	<b>Score (1 – 5) 4</b>
Very customer focussed	

**Maximum Score: 20**

**Total = 19**