

## Energy efficiency improvements to our homes

Speaker: Andrea – an SNG customer: SNG decided that the house could be more energy efficient than what it already was. So they then sent the letter and then they did the air pressure test to bring it up to standard. They sealed off the front door and they had let a big fan and they had monitors to monitor everything that was happening in the house at the time.

[00:24] Speaker: Stephen – another SNG customer: We received a pack from SMG following the all the surveys, uh, which, which detailed all the works to be carried out given the timeframe and also given us a route to net zero. We've had the solar panels installed and then they're linked to an inverter out the back and a storage battery, and then the heat pump that runs all the radiators, the windows, and the cavity insulation.

[00:48] Speaker: Andrea: I've had the solar panels put on the roof. The batteries at the back, the air source heat pump, radiators. The workmen I had in were absolutely fantastic. They were so clean, tidied up after themselves. They were so nice to talk to.

[01:07] Speaker: Stephen: The, the main of the work took only two days. It's not an upheaval. They gave great consideration to my partner, Lindsay who's a wheelchair user.

[01:15] Speaker: Andrea: I didn't have to do anything. I didn't have to move anything. They did it all. They put it all back, and they're quite happy to accommodate anything that you want.

[01:25] Speaker: Stephen: It's enabled me to literally half my electric bill.

[01:29] Speaker: Andrea: Last year. I went from between £70 and £90 pound a week, and that has now been cut in half, getting this new system.

[01:38] Speaker: Stephen: Your tumble dryer's going, your washing machine's going. We run and charge the electric car, and you're not actually using any electric at all. You are just using the sun, and that's fabulous.

[01:48] Speaker: Andrea: My heart condition, when it's cold, my heart works harder, which actually brings on angina attack. So you combine that with the arthritis. It is an absolute living nightmare when you're in the cold. Last winter, you might be sitting with a blanket and a hot water bottle to keep you warm. I don't need to do that this year.

[02:09] Speaker: Stephen: And my partner, Lindsay, who suffers with multiple co-morbidities, she's only got one leg; she suffers with osteoporosis, arthritis. Particularly the wet room, uh, was a block of ice. Even the cold air could set off intercostal spasms. And having a shower now, particularly for Lindsay, is a pleasure rather than a chore.

[02:32] Speaker: Andrea: Having the financial gain has been absolutely fantastic. It means I can now not have to make my decision whether I put electricity on or have a decent meal.

[02:46] Speaker: Stephen: It's given us more money in our pockets. We, we spoil our grandchildren a bit more. Uh, we treat ourselves to some really nice dinners in a bit more. It really is as simple as just literally a click of a button to vary the temperature to whatever suits you.

[03:02] Speaker: Andrea: It's so simple and if I can do it, anybody can do it.

[03:07] Speaker: Stephen: So, it's a win-win in terms of money and the globe.

[03:12] Speaker: Andrea: I would 100% recommend this to anyone. It's like night and day between last winter to this winter.

[03:19] Speaker: Stephen: And it's, it's a joy not to have to think, oh, let's get the blanket out for the grandchildren when they come, which, you know, in some days you really have to. Now you don't even give it a second thought. And, uh, it's a joy.