

To: Central and Southern Lincolnshire Consortium
From: YES Energy Solutions
Date: 17/3/2023

Customer Satisfaction Report

Lincolnshire Home Energy Upgrade Scheme

1. Overview

This report provides a snap short of current customer satisfaction results and case studies collated from the Lincolnshire Home Energy Upgrade Scheme.

To date 93 homes have been successfully completed with energy efficient measures, helping vulnerable, low income householders save energy and combat the current cost of living crisis. Many more installations are still underway.

So far residents from 68 of the completed properties have taken part in our customer satisfaction survey. One householder was also happy to complete the survey and provide a testimonial after only receiving one of their recommended measures - the second measure is due to be installed by the end of March.

As an ethical customer centric community interest company, it is our core duty to ensure customers feel safe, comfortable and satisfied from their first point of contact through to the final stages of their installation.

As such, once a property is completed, a member of our award winning Project team reaches out to each customer individually and asks them a series of questions, calculating their responses on a scale of 1-10.

We are constantly striving to improve our scores by collecting customer feedback and making necessary improvements to our processes. We also contact a sample of customers to complete more in depth case studies to really measure the true impact of the works completed.

This report covers results from the last 6 months.

2. Scheme specific customer satisfaction results

Customers who have completed their journey are reengaged and asked three simple questions to help us evaluate the quality of our overall service.

We measure success using a sliding scale:

- 1-4 Unsatisfactory / needs improvement
- 5-7 Neutral / generally satisfied
- 8-10 Very happy / quality service received

Q1. How likely are you to recommend YES Energy Solutions to a friend or family member?

When a resident is engaged for a customer satisfaction call this is the first question we ask. YES Energy Solutions are often the first point of contact for scheme applicants and first impressions mean a lot.

Residents' opinion of YES is often intertwined with their opinion of the Council, therefore it is encouraging to see that the most common rating for YES Energy Solutions on the Lincolnshire Home Energy Upgrade Scheme is 10/10.

Customer Rating	Customer Responses	%
Unanswered	2	3%
1	1	7%
2	0	
3	2	
4	2	
5	7	21%
6	0	
7	7	
8	10	69%
9	7	
10	30	



Q2. How would you rate the quality and attitude of the installers that came to your property?

When running these schemes many of the residents that we work with are facing difficult circumstances and in many cases are considered vulnerable. It is important that they can be assured the work being carried out at their homes is to a high quality and that they feel safe in the presence of our installers.

For the second question on our customer satisfaction survey we are pleased to report that the responses from constituents across the Central and Southern Lincolnshire catchment are again predominantly positive.

Customer Rating	Customer Responses	%
Unanswered	1	1%
1	1	9%
2	2	
3	3	
4	0	
5	8	24%
6	3	
7	5	
8	7	66%
9	7	
10	31	



Q3. Overall, how satisfied are you with YES Energy Solutions and the work carried out?

The overall satisfaction score is most significant to us, it measures how a resident perceives the entire customer journey including each and every touch point with the YES team, their survey appointments, and the day their energy efficient measures are finally installed. This score also helps us to understand how residents feel about the measures implemented and highlights the impact the scheme has had.

We are pleased to say that the majority of residents gave YES Energy Solutions a high score for satisfaction with some customers offering to be case studies, helping us promote the benefits of the project to more vulnerable people across the catchment.

Customer Rating	Customer Responses	%
Unanswered	4	6%
1	1	9%
2	2	
3	2	
4	1	
5	7	22%
6	1	
7	7	
8	9	63%
9	7	
10	27	



3. Customer Case Studies

Several happy customers from the Lincolnshire Home Energy Upgrade Scheme agreed to meet with our marketing team and share their experience. Below are some of the latest case studies collated:

Adam Whitelam

Lincolnshire Home Energy Upgrade Scheme - Case Study
(City of Lincoln)

“The solar panels have already cut my fuel bills by quite a bit...”

Security guard and family man, Adam Whitelam from Lincoln, recently had Solar PV panels installed on the roof of his mid-terraced property through the Lincolnshire Home Energy Upgrade Scheme - a programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Concerned about rising energy bills, Adam jumped at the chance to generate his own home grown electricity.

“I have lived in my home with my partner and three kids for nearly 12 years. We have seen a significant increase in our energy bills and were looking for ways to save money.

I first learnt about the scheme through a letter sent by YES Energy Solutions. The funding looked like a great opportunity so I rang the helpline. I was delighted that we qualified.”

Soon after his enquiry a full technical survey was arranged and plans were put in place to install a 16 panel system, helping Adam harness the power of the sun to help power his home. Adam was delighted with the end result:

“The solar panels have already cut my fuel bills by quite a bit and I’m hoping this will continue once sunnier days appear. It has been a great addition to our home.

The YES team themselves were all good from start to finish, with all my questions answered since installation. I'm very satisfied with the work completed and are looking forward to lower bills in the future."

Adam is just one of many people benefitting from the Lincolnshire Home Upgrade Scheme, an ambitious initiative funded through the Government's Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG). It spans four Local Authority areas, helping hundreds of vulnerable and/or low income residents in Lincoln City, West Lindsey, North Kesteven and South Kesteven save energy and money.

For more information call **03309 126 199** or visit:

<https://www.yesenergysolutions.co.uk/schemes/home-energy-upgrade-scheme>

Katie Hanson

Lincolnshire Home Energy Upgrade Scheme - Case Study
(South Kesteven)

"I'm not even paying a third of what I was before!"

Postal worker, Katie Hanson from Grantham recently had loft insulation, an air source heat pump and a solar PV system installed in her property through the Lincolnshire Home Energy Upgrade Scheme - a programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Katie told our team about how she got involved in the project:

"I have been working as a post lady for most of my life and I moved into this property three years ago.

I first heard about the Lincolnshire scheme in an advert on the back of a bus. Also a colleague of mine went through YES Energy Solutions and had a lot of work done. It is definitely worth a try if you are thinking about applying."

She went on to explain the benefits of her new installations:

"All the work I've had done has been really helpful. The main thing is the air source heat pump. Before the installation, I had eco (electric) radiators that needed to be running all the time and they cost an absolute bomb, around £15-20 a day.

The property now is comfortable and nice overall, it's brought my bills down to like £3 across two days.

It 100% has had a large impact on my bills. I'm not even paying a third of what I was before!"

After telling us about the energy impact, Katie expressed her gratitude towards the YES team:

"Glenn was my main point of contact and has been great, he always answers any questions I have and even came back to fully explain how things work.

I originally had a leak under the sink because of the air source heat pump pressure, but Glenn came back around and fixed it. My hat goes off to him, he's amazing.

Everyone that came has been very respectful of my home as I had to leave them with the key."

Finally, Katie ended by summarising her whole experience of the scheme:

"I'm really glad I called, it has been a blessing and because I live alone there was no way I would have been able to afford to get the work done without the scheme.

I no longer need to worry about inviting people round and it being cold. I'm now proud of my home."

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Alan Floodgate

Lincolnshire Home Energy Upgrade Scheme - Case Study
(North Kesteven)

"Right from the beginning I instantly knew it was a worthwhile piece of work..."

Alan Floodgate of Brant Broughton recently had solar PV panels and loft insulation installed at his property in North Kesteven. The installation was fully subsidised through the Lincolnshire Home Energy Upgrade Scheme - a targeted retrofit programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Alan told us about his experience with his recent installation:

"I'm a recently retired, self-employed planning consultant. I live with my wife and we are both in our 70s. Over the years the property has needed a complete overhaul throughout. We moved in 4 years ago, and I was very aware, especially with the energy crisis, that the loft desperately needed insulating.

I came across YES in an advert from North Kesteven District Council, helping to make homes more energy efficient, so I applied for that to see if I could get any support or assistance in getting my loft insulated.

The survey was done and to my surprise, they also recommended solar panels for providing electricity. I was absolutely delighted when all of this was approved."

We asked Alan what impact the installation has had. He explained:

"Right from the beginning I instantly knew it was a worthwhile piece of work that was done. Overall, I'd roughly estimate a reduction in the electricity bill, bearing in mind that we do try to use as little electricity as possible, but I would imagine, along with the solar panels generating power, somewhere in the region of 30% less electricity used than we did before."

Alan summarised his overall experience with our team:

"The phone was answered promptly (unlike a lot of companies), and they answered my questions and explained things well. Things were done when they said they were going to be done, very good.

It was very easy, very straightforward, and to be honest I can't fault it."

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Anthony Kitchen

Lincolnshire Home Energy Upgrade Scheme - Case study
(West Lindsey)

“It was a very smooth process.”

Retiree, Anthony Kitchen from Gainsborough, qualified for fully funded solar PV panels through the Lincolnshire Home Energy Upgrade Scheme, a government funded initiative managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



We asked Anthony and his wife how they got involved in the scheme, they explained:

“Well, someone we know had solar panels installed through YES and recommended it to us, so we got in touch. I spoke to the customer care team and we were pleased to find out we qualified for funding. It was a very smooth process.”

Anthony is confident his new PV system is saving him money:

“We had the solar panels installed in June 2022, and since then bills appear to be cheaper. It’s hard to tell because of the rising (energy) costs, but in proportion to the high cost of everything, I definitely think our bills are cheaper. I think we can claim money back for the energy our solar panels have produced as well, which is an added benefit.”

Finally, Anthony told us about his experience with the install team:

“There was a slight hiccup with the panels at first as they didn’t have the correct rails. But it was all sorted quickly and the install was absolutely fine. Everything was sorted as expected and I can’t complain at all. We are very satisfied.”

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Antoinette Du Rose

Lincolnshire Home Energy Upgrade Scheme - Case Study
(West Lindsey)

“It’s had a big impact on being able to manage fuel costs...”

Antoinette Du Rose recently had solar PV panels installed on her home in Brookenby, Market Ransan. The installation was funded through the Lincolnshire Home Energy Upgrade Scheme, a targeted fuel poverty and carbon reduction programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium.



Antoinette told us about her recent experience:

“I have cared for my son (who receives PIP) for nearly 20 years. He recently went to university for the first time since the pandemic, so I have been trying to meet the current energy costs alone. So looking for new ways to save money was a top priority.

“When I received my council tax bill I saw there was a promotion with the possibility to qualify for the scheme. I really wanted solar panels when I first moved in 10 years ago, but couldn’t afford them, so I was overjoyed when I found out I qualified.”

After telling us about her circumstances Antoinette went on to explain the benefits the solar panels have brought:

“It’s had a big impact on being able to manage fuel costs, which impacts wider life, like having extra disposable income.

“I haven’t had to increase my direct debit since the cost of electricity went up, and that’s down to having the Solar PV installed.”

Antoinette was delighted with the professional service she received through the scheme:

“Everyone’s been amazing! The panels were fitted easily and efficiently. YES have been really helpful and I just can’t believe I was able to apply so easily.”

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Frances Piggott

Lincolnshire Home Energy Upgrade Scheme - Case Study
(South Kesteven)

“The installer was brilliant.”

Frances Piggott and his wife, who have lived in their property in Grantham for four years, recently had external wall insulation (EWI) installed through the Lincolnshire Home Energy Upgrade scheme. The installation was subsidised by the Central and Southern Lincolnshire Consortium, utilising Government Home Upgrade Grant (LAD) funding. YES Energy Solutions were the assigned project manager and principle contractor.



When asked about their recent experience, Frances explained:

“We first heard about the scheme through a letter in the post. It seemed like a great opportunity to keep our home warm and improve its appearance.

Now that the EWI is finished, we are just waiting for an air source heat pump to be installed and then hopefully there will be a big difference in our energy bills. The EWI has made the home feel much warmer, so we are bound to save money once the heat pump is in place.

The installer was brilliant, I’m very happy at the moment and I’m looking forward to everything being done, it will make a big difference to me and my partner.”

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Derek Holland

Lincolnshire Home Energy Upgrade Scheme - Case Study
(South Kesteven)

“The appearance itself is great!”

Derek Holland, a retired homeowner living in Grantham, recently qualified for a fully funded Solar PV system through the Lincolnshire Home Energy Upgrade Scheme - a targeted domestic energy efficiency programme managed by YES Energy Solutions on behalf of the Central and Southern Lincolnshire Consortium



We asked Derek about his recent experience:

“Recently it has been snowing so it’s been hard to measure a difference in energy savings, but previously it has helped cut my bills, especially when we have better weather.

More than that, the appearance itself is great!”

Derek was happy with the service provided, from initial enquiry through to installation:

"I had no problems with the YES team, I couldn't fault them.

I also had no issues with the installation team who finished quickly and completed the installation without issue.

The only problem I faced was getting the Solar PV app to work, but someone soon came back out to my house to show me how to use it. Fantastic!"

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