

Smarter Heat, Better Comfort

Our Heatsage Retrofit Journey

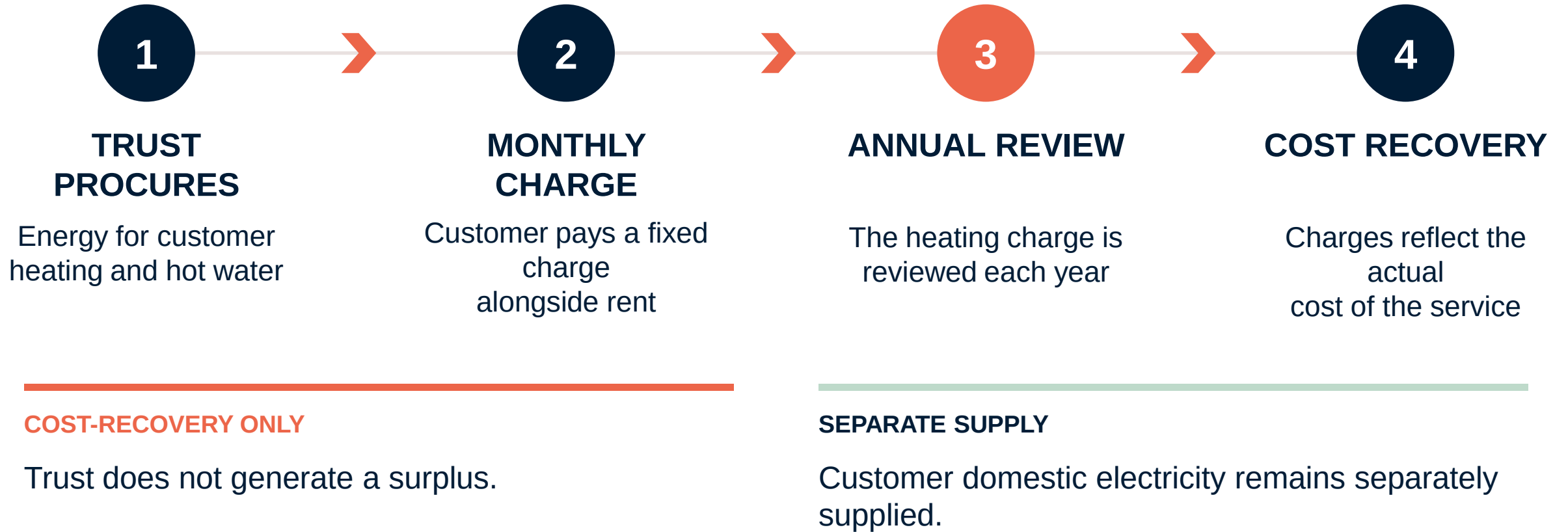
Ian Davie, *Director of Assets & Sustainability*

About Us

- National RSL in Scotland
- 4,000 homes
 - Later Living (61%)
 - General Needs (36%)
 - Mid-Market Rent & Shared Equity (3%)
- Heat with Rent Service
 - 2,000 HwR customers
 - 400 with Electric Storage Heating



Heat with Rent – How it Works



ENERGY CRISIS

Following Russia's invasion of Ukraine

- Exceptional wholesale-market volatility
- Sharp escalation in heating costs



COST-OF-LIVING CRISIS

Household finances under strain

- Increased pressure on household budgets
- Greater risk of fuel poverty for customers



RSL FINANCIAL PRESSURE

Operating headroom is tightening

- High inflation and rising interest rates
- Pressure on rents and affordability



HOUSING + CLIMATE CHALLENGE

Decarbonisation Investment required

- EESSH2 > Social Housing Net Zero Standard
- Radio Teleswitch Service Switch-Off



Smarter Heat, Better Control



400+ RTS affected HwR
Homes

A heating system which
worked, but not intelligently.

Mix of trad ESH systems and
modern HHR

A need for a simple and low
disruption customer experience

An aspiration to improve, rather
than replace.



connectedresponse



- Connected Response's retrofit storage heating technology "**HeatSage**"
- **HeatSage** is a solution to intelligently manage electric storage and water heating, consisting of:-
- **Temperature sensor**
- **Weather Compensation**
- **Smart load switch**
- Simple installation

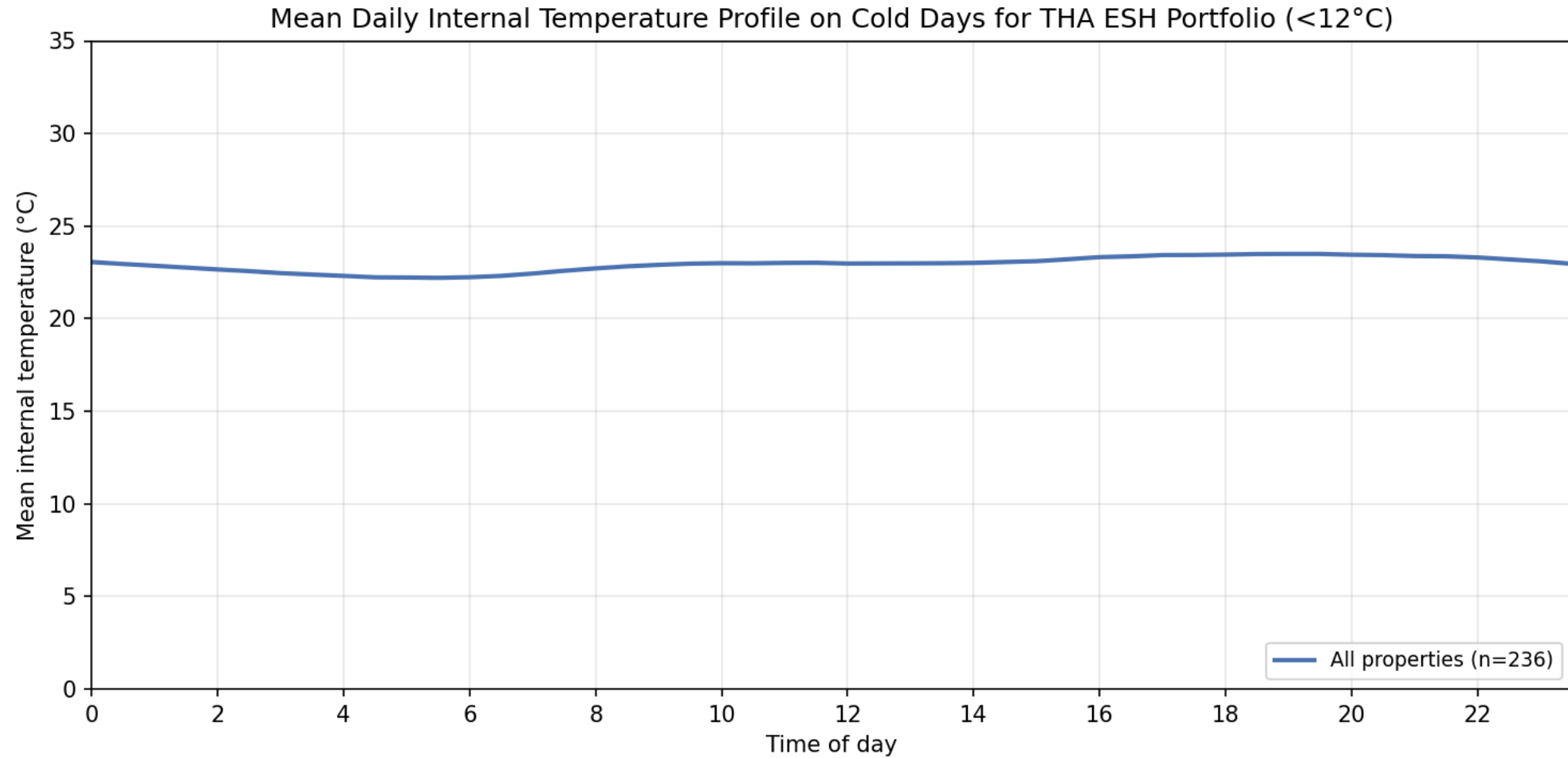
Measure conditions, predict need and charge only what is required

Outcomes

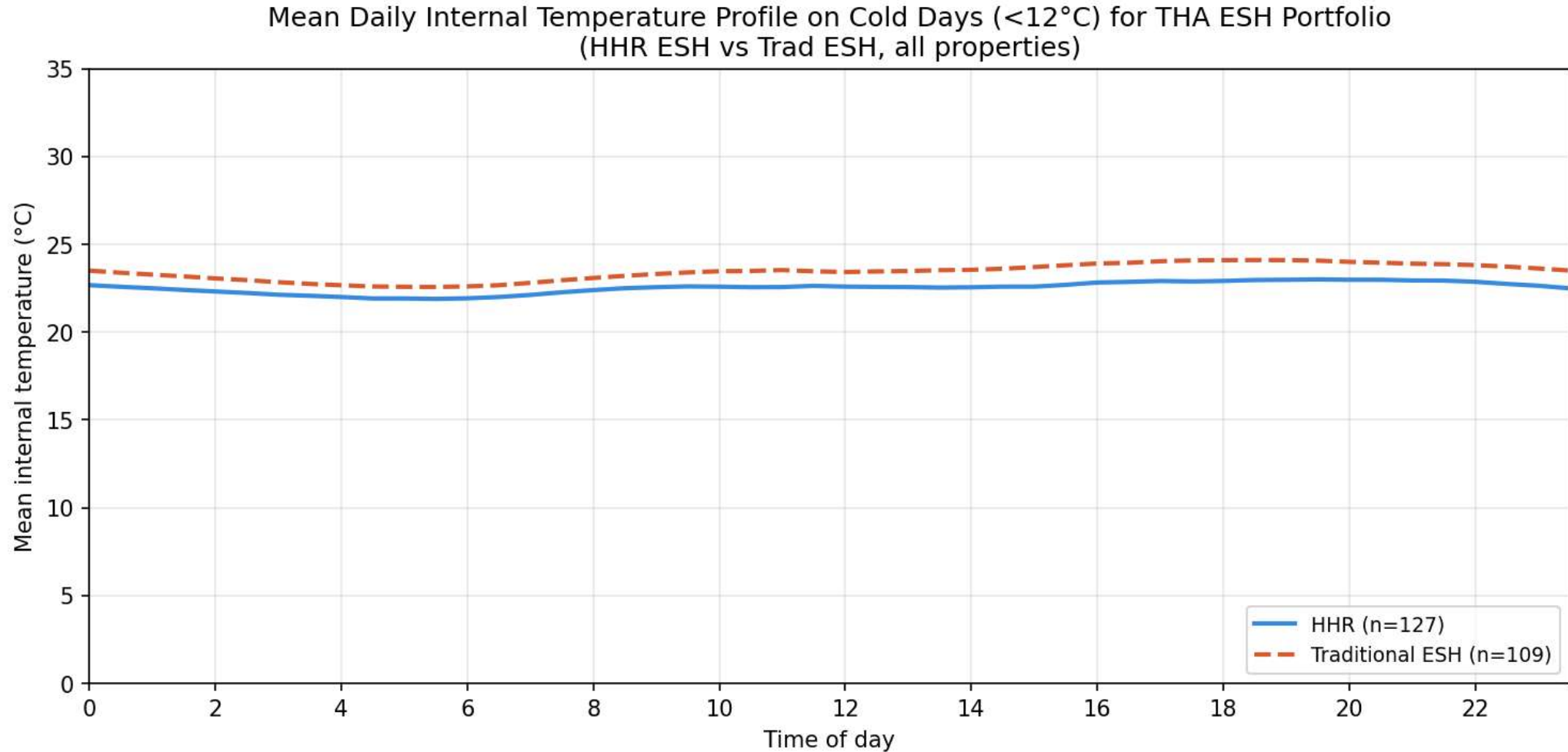
- Tenant Engagement Sessions
- Improved customer comfort
- Protected customers from RTS impact
- Extended life of older storage heaters
- New Data Source for monitoring
- Scottish Government Grant Support
- DNO Flexibility Trials



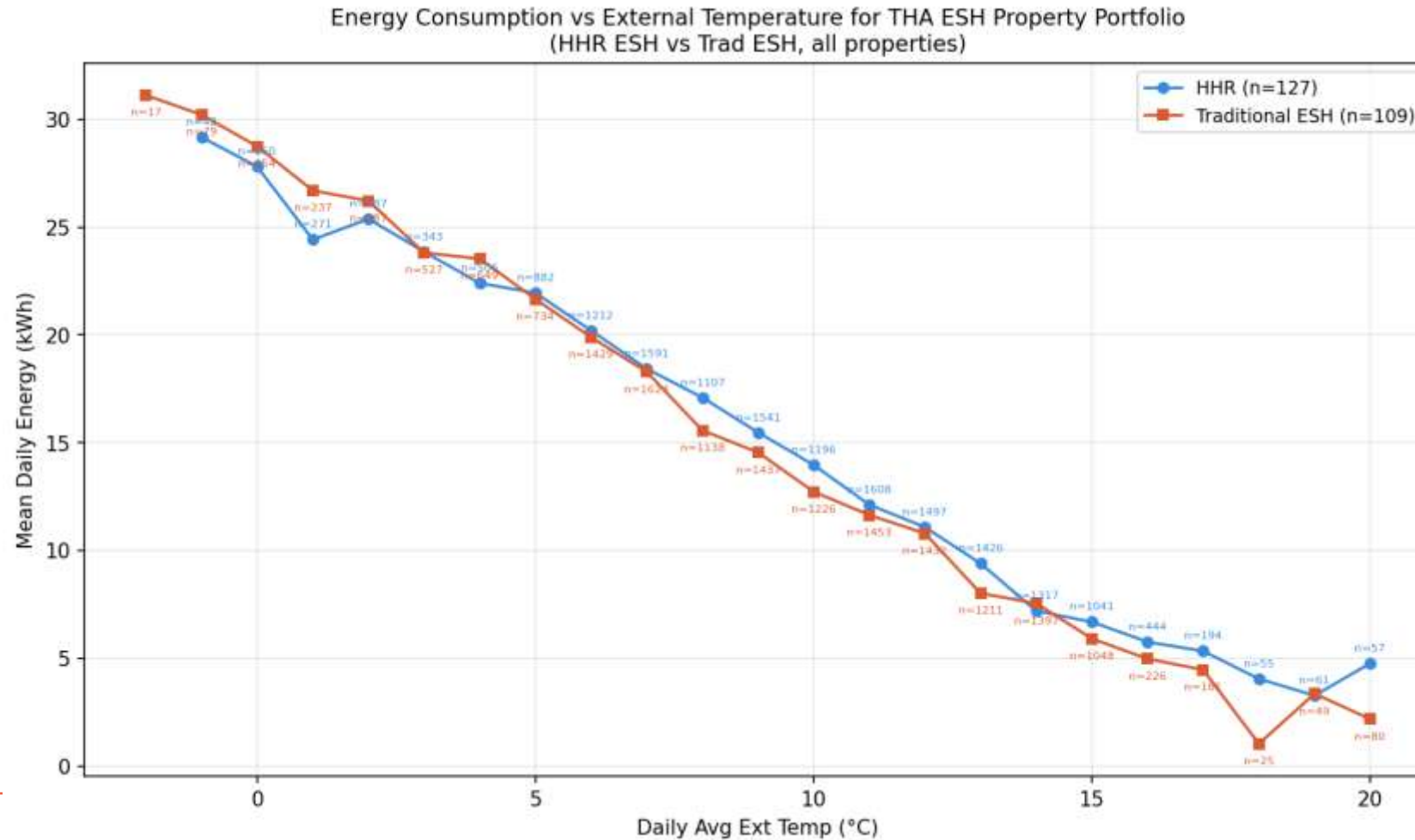
Comfort - Internal Temp. on cold days (<12deg)



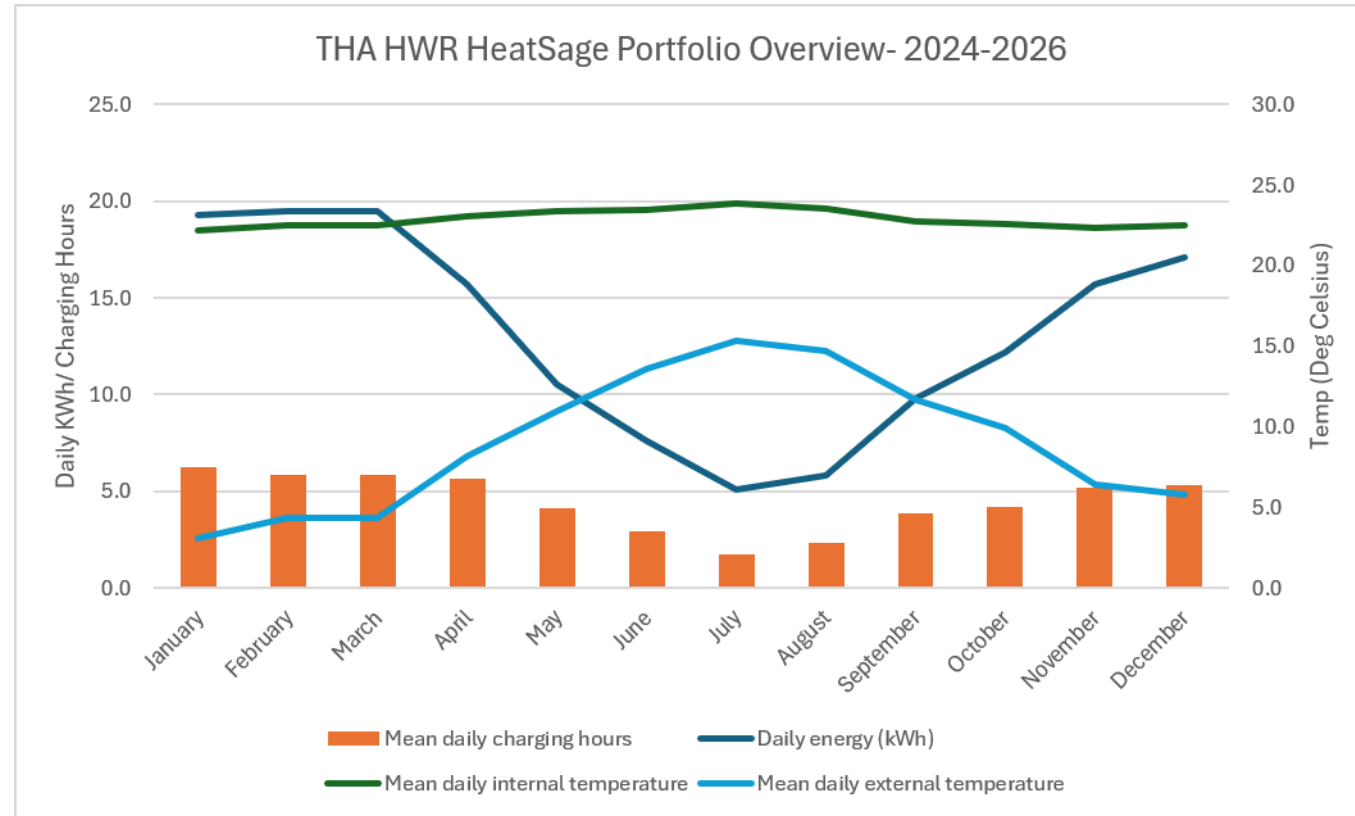
Traditional vs HHR – Internal Temp. on cold days (<12deg)



Traditional vs HHR – Energy Consumption



Energy efficiency



Comfort - Heat with Rent vs Customer Pays

Client	Count of Homes where avg. daily temp is <18 deg.	Total Installed	%
A	31	171	18%
B	41	113	36%
C	23	106	22%
D	357	760	47%
E	13	34	38%
Trust HA (Phase 1)	21	351	6%

Summary

Managing Performance and finding new value

Intelligent Asset Management

Better operational **data**

No compromise on customer's comfort



trust

trustha.org.uk