

Appendix 1

It has been jointly agreed by WEEAC and the Authority that WEEAC will provide the following services and carry out the following activities within the territory of the Authority:

LOCAL AUTHORITY SUPPORT PROGRAMME

1.1 PROVISION OF DATA

Provide as a 'Data File' all data collected during the 'Term' as a result of activity carried out in the geographical area of the Authority under WEEAC's service level agreement with the Energy Saving Trust providing that the Authority agrees to use the data fully in accordance with the provisions of the Data Protection Act and indemnifies WEEAC against any breach of the Act that may be made by the Authority.

Provide information from the annual EEAC market research carried out by EST indicating the impact of WEEAC activity in the Authority's area.

1.2 INTERNAL TRAINING

Carry out 2 half-day training sessions in the offices of the Authority, each for up to 12 officers of the Authority. This will include details of the Home Energy Conservation Act (HECA) and identify ways in which different departments within the Authority can play a role in achieving the objectives of the Act.

1.3 COUNCILLOR TRAINING

Carry out 2 one hour training sessions / presentations in the offices of the Authority, for Councillors and Chief Officers. This will include details of the Council's duties under the Home Energy Conservation Act, indicate who the HECA Officer is and their responsibilities, the problems of fuel poverty, the benefits associated with energy efficiency and seek to raise the profile of HECA within the Council.

1.4 CONSORTIUM GROUP MEETINGS

Organise meetings of the local authorities who have, with the agreement of the Authority, become part of a consortium group for the purposes of promoting energy efficiency. Such meetings will take place quarterly at a venue to be agreed by the majority of local authorities within the consortium group.

Disseminate information on national and local activities, promotions and grants that could be beneficial to the consortium members.

Arrange presentations from organisations that may assist the consortium members in the furtherance of their requirements under HECA.

Suggest joint ventures for the consortium members and other potential partners, including ideas for grant applications.

1.5 FACILITATE COUNTY BASED ENERGY GROUP MEETINGS

Provide secretariat services for Home Energy Groups meetings, dedicated to that County in which the Authority's territory lies or is close to. The venue, representation and frequency of the meetings to be decided by the majority of local authorities, but will be no more frequent than bi-monthly.

1.6 PUBLICITY

Undertake a variety of activities to raise the profile of sustainable energy within the Authority area.

1.7 AFFORDABLE WARMTH STRATEGY

Assist the Authority in the creation and execution of an appropriate affordable warmth strategy. This will be in the form of the exclusive use of one WEEAC staff member for up to 10 days during the term of this agreement.

1.8 HECA ACTIVITY

Assist the Authority in carrying out activities identified in the Authority's HECA Strategy. This will be in the form of the exclusive use of one WEEAC staff member for up to 10 days during the Term of this agreement.

1.9 REPORT

Provide to the Authority a report on WEEAC activity in the Authority's area during the Term of the agreement.

1.10 SURVEY FORMS (*Excluded*)

Provide 5,000 home energy survey forms, personalised to the Authority, that include questions for HECA monitoring purposes, for the Authority to use in their own activities. These will include the WEEAC freepost address for return purposes.

1.11 DISCOUNTED MEASURES

Arrange for the availability of discounted energy efficiency measures to be available to householders in the Authority's territory. This may include setting up partnership arrangements with other organisations or establishing specific local schemes.

PROVISION OF FREE HOUSEHOLDER ADVICE SERVICE

1.12 FREEPHONE SERVICE

Permit the Authority to use and promote the EEAC National Freephone telephone number in all promotions carried out by the Authority (excluding promotions for which the Authority is in receipt of external funding or part of a partnership that is in receipt of funding and excluding promotions that may draw a response from callers outside the Authority's geographical boundary).

Provide a dedicated freephone telephone advice line, on a non-exclusive basis, to the residents of the area defined in Appendix 2 (the 'Clients').

1.13 ENERGY ADVICE SERVICE

Permit the Authority to use the WEEAC freepost address on home energy survey questionnaires produced by WEEAC, the Authority or as part of a newspaper questionnaire.

Provide trained energy advisers to offer advice and information to Clients who use the telephone during the hours of 9.00 am and 5.00 pm (excluding weekends and public holidays) and with an answering machine outside these hours.

Follow up telephone enquiries with printed information whenever appropriate.

Maintain a library of relevant and up to date literature of energy efficient products, services and contractors that will be made available to Clients.

Provide a property specific advice service to Clients resulting from activity by the Authority and Freephone calls received from Householders in the Authority area. WEEAC will assess the most cost-effective measures to improve energy efficiency in the Client's property using the EST computer system, and then return to the Client a written report with details of the proposed measures, available grants and any other relevant information. This may be processed by WEEAC or a 'handling house' appointed by EST. Clients will be informed, on the basis of the information given, of the recommendations provided by the EST computer system.

Collect data from survey reports completed by Clients in the Authority's geographical area and store this data in electronic form.

COMMUNITY PROJECTS

1.14 TRAINING VOLUNTARY GROUPS

Carry out training to local voluntary groups and other organisations such as Citizens Advice Bureaux and health care professionals that operate within the Authority's territory and could reasonably be expected to act as referral agents for WEEAC services.

1.15 EDUCATION PROJECTS

Carry out presentations to primary and secondary schools within the Authority's territory. These will be done in such a way as to encourage parents to complete a home energy survey of their own home.

1.16 COMMUNITY GROUPS

Carry out presentations to community groups within the Authority's territory. These may include Women's Institute, Rotary Club, Probus Club, disadvantaged and retirement groups.

1.17 LOCAL EMPLOYERS *(Excluded)*

Carry out presentations to and home energy survey distribution amongst the workforce of companies that may be expected to have employees living in the Authority's territory.

1.18 ADDITIONAL MARKETING

Carry out a range of additional marketing activities that could reasonably be expected to generate the completion of further home energy surveys from householders within the Authority's territory to achieve a total number of surveys during the Term of up to 1,000.

HECA REPORTING

1.19 CALCULATE PERCENTAGE IMPROVEMENT

Calculate percentage improvement of energy efficiency from all available and relevant data during the 'Term'.

1.20 HECA REPORT

Produce a written report within 3 months of the conclusion of the Term, to include:

An analysis of the data collected from the Authority's territory, including the number of clients advised and how they were contacted, market research data freely available as a result of the EST Service Level Agreement, information obtained on activities within or outside the area that would be of benefit to the Authority

Make proposals on specific activities that in the view of WEEAC will improve the ability of the Authority to meet the requirements of HECA.

Provide to the Authority an electronic copy and a hard copy of the annual HECA return completed with all WEEAC activity, any changes made from the previous year and the required improvement figures for the previous 12 months period as calculated from the available survey information, provided that sufficient information is available.

It is suggested that the Authority completes that part of the return that relates to local authority activity, or provides a written statement to WEEAC containing the required information for WEEAC to complete the return.

Appendix 2

AREA COVERED BY THIS AGREEMENT

1.0 All domestic residential property contained within the boundary of **Warwick District Council**.

2.0 In connection with the service provided by WEEAC, the following shall also define the area:-

2.1 Post Code Sectors to be included:-

CV3 6
CV4 7,8
CV8 9
CV23 9
CV31 1/3
CV32 4/7
CV33 9,0
CV34 4/6
CV35 7/9
B93 8,0
B94 5,6
B95 5

(note- some of these post code sectors may be shared with other local authority areas)

2.2 British Telecom exchanges to be included in WEEAC freephone attachments:-

01926- Warwick
01564- Henley in Arden

(note- other exchanges may be included in WEEAC agreements with other local authorities or linked to adjacent EEACs)

Appendix 3

ENERGY EFFICIENCY ADVICE CENTRE - 'Code of practice'

The *Warwickshire Energy Efficiency Advice Centre* is committed to abiding by all aspects and conditions of this Code of Practice.

STANDARDS OF PERFORMANCE

- To provide a free, impartial and effective advice service to all domestic and small business energy users living in our area.
- WEEAC will register and fully comply with the Energy Efficiency Partnership for Homes 'Code of Practice for Advice Providers' for the provision of telephone and face to face advice.
- All staff providing advice will be well trained and have the qualification of City and Guilds 6176 'Energy Awareness'
- All advice given will be accurate, current and relevant to the Clients' circumstances and without bias to any commercial organisation
- Free contact with the centre will be provided by freepost and freephone with a reception area open for personal callers during office hours.
- Out of hours cover will be provided by telephone answering machine, fax and Internet terminal.
- Presentations and talks will be freely available to any community group within the area covered by the centre.
- Staff will deal with Clients promptly in a polite and courteous manner, be it by telephone, letter or personal visit by Clients to the WEEAC offices.
- WEEAC has a written complaints procedure. The centre manager will investigate all complaints together, if appropriate, with the directors of WEEAC, and these will be thoroughly documented. Details will be passed to the Authority or EST as appropriate.
- All personal details of Clients will be treated in strictest confidence and will be subject to the provisions of the Data Protection Act.

EQUAL OPPORTUNITIES STATEMENT

- In its dealings with staff, Clients and visitors, no person will be treated less favourably than any other because of their race, colour, ethnic or national origin or because of religion, sex, age, physical ability, appearance or marital status.
- In carrying out its activities, the centre will actively assist disadvantaged persons to take advantage of any benefits available to them.