



A-B-C? Easy as EPC

Improving Consumer
Understanding of Energy
Performance Certificates (EPCs)



June 2020

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Who we are

Scotland's Citizens Advice Network empowers people in every corner of Scotland through our local bureaux and national services by providing free, confidential, and independent advice. We use people's real-life experiences to influence policy and drive positive change. We are on the side of people in Scotland who need help, and we change lives for the better.



Executive summary

Scotland has set some of the most determined climate goals in the world, and home energy efficiency has a large role to play in Scotland's transition to a low or no carbon society. The Scottish Government has set ambitious goals for Scotland's housing stock, which will be measured by a home's energy efficiency rating as described in an energy performance certificate (EPC). However, consumer knowledge of EPCs is low, and even though they contain recommendations on how to make a home more energy efficient, they seem to be a poor motivational tool.

CAS commissioned Changeworks to gather feedback about how EPCs are viewed, understood, and interacted with by consumers, and how they could be improved to be better understood and more motivational. Through a combination of ISM workshops and online testing, research found that:

- Barriers to home energy efficiency improvements are essentially cost and hassle. Many people view energy efficiency as a luxury for those who can afford it.
- EPCs are not considered useful, and most homeowners just put them in a drawer
- People who consider themselves highly environmentally conscious are no more likely to know their home energy efficiency rating or be familiar with an EPC than someone who is disengaged with environmental issues (value-intention gap)
- People are mainly motivated by cost, but social desirability plays a large role as well. People may be more motivated by the cost of not acting than potential fuel bill savings, especially if this is linked to Scotland's carbon targets or the climate emergency
- A 1-2-3 style EPC, designed like a home report, may be easier for consumers to understand and engage with
- Consumers value simplicity and colour, but for many the preferred style and layout was subjective. Energy efficiency advice accompanying an EPC is crucial to ensure consumers understand the document and are able to make the choices most suitable to their property

⁴⁵ <https://www.gov.uk/government/news/breathing-space-to-help-millions-in-debt>

⁴⁶ <https://www.fca.org.uk/about/principles-good-regulation>

⁴⁷ <https://www.handbook.fca.org.uk/handbook/CONC/7/?view=chapter>

Executive summary

What are EPCs?

- 1.1** Energy Performance Certificates are issued by qualified domestic energy assessors, or DEAs. Energy Performance Certificates, or EPCs, rate the energy efficiency and environmental impact of a home to A (most efficient).
- 1.2** DEAs used a reduced data standard assessment procedure (RdSAP) methodology to calculate a score and assign an EPC rating. RdSAP records size and layout of the building, how and when it was constructed, and the way it is insulated, heated, ventilated, and lighted, and assigns a numerical score from 1-120, with 100 being the most energy efficient, and a score above 100 indicating negative energy use (a house with solar panels, for example, could export energy back to the grid, making its energy use negative). A band from A to G is allocated based on the numerical score. To achieve EPC band C, a home must achieve a numerical score of at least 69 in RdSAP.
- 1.3** EPCs are required by law in Scotland to be a part of the home report issued to buyers and sellers when a home is sold and displayed in rental properties. Despite this, research indicates that awareness and understanding of EPCs remains low. A survey carried out by CAS last year found that out of roughly 1000 Scottish adults surveyed, only 44% overall and roughly half (52%) of owner occupiers were aware of EPCs before the survey¹. Of owner occupiers who knew what an EPC was, 29% had seen them in the home report of the current home.

Why research EPCs?

- 1.4** First Minister Nicola Sturgeon formally declared a climate emergency in Scotland in May 2019, pushing Scotland's transition to a low carbon society to the top of the policy agenda. One of the first, and most crucial steps in the transition is improving the energy efficiency of Scotland's housing stock², which will help reduce Scotland's carbon emissions and improve the overall health and wellbeing of the people living in inefficient homes.
- 1.5** The Scottish Government has set ambitious targets for improving the energy efficiency of Scotland's housing stocks as part of its program Energy Efficient Scotland. Energy Efficient Scotland (EES) seeks to mitigate fuel poverty and reduce energy demand and carbon emissions through reducing demand for domestic heating. All Scottish homes are expected to meet Energy Performance Certificate (EPC) band C by 2040 at the latest (an accelerated target of 2030 for private rented properties and 2024 for owner occupied properties is currently under review)³.
- 1.6** This is a considerable task, considering Scotland's housing stock is largely inefficient; only 38% of owner-occupied housing (which makes up 61% of Scotland's housing stock) is above EPC band C⁴. However, reaching the standard would have a huge impact as half of Scotland's energy demand comes from heat⁵, and 75% of domestic energy demand comes from space heating⁶. Warm homes have health benefits. The NHS recommends keeping homes

¹ Overall respondents (n=1002) CAS (2019) "Scottish consumer attitudes to Energy Performance Certificates and regulation of energy efficiency" available at: https://www.cas.org.uk/system/files/publications/scottish_consumer_attitudes_to_epcs_and_regulation_of_energy_efficiency_final_published.pdf

Executive summary

between 18 and 21 degrees Celsius to decrease the risk of high blood pressure and serious illnesses⁷.

1.7 EPCs are not widely known or trusted, and consumer attitudes to regulation of energy efficiency standards have been mixed at best. A survey CAS conducted in 2019 found that 53% of owner occupiers surveyed supported the Scottish Government mandating EPC band by 2030 C in owner occupied homes⁸. By contrast, deliberative research funded by CAS in 2016 found strong opposition to mandated energy efficiency standards in owner occupied homes, with three quarters of respondents saying they would strongly oppose a scenario in which homeowners were fined £1000 for not improving the EPC of their home within twelve months of purchase⁹. Many respondents did not feel that there was a strong connection between reducing energy use in the home and personally combatting climate change¹⁰.

1.8 If EPCs are to form the bedrock of regulation, it is essential that consumer awareness and understanding of EPCs is improved. CAS commissioned this research to provide evidence of how and if EPCs can be improved to better equip homeowners to make decisions about their home's energy efficiency. Our hope is that this information will feed into the work of the Scottish Government's Industry Focus Group on Assessment, which CAS is currently a member of.

1.9 Low levels of consumer recognition, engagement with, and trust of EPCs suggests that a new method of presentation and new or additional advice are needed if they are to be used as a standard for mandatory action. To this end, CAS commissioned Changeworks to gather evidence on how EPCs could be improved to make them more understandable, engaging, and motivational for consumers.

² Energy Efficient Scotland Route Map (2018)

³ Many homes, including some listed homes, will not be required to meet EPC band C due to cost or technical barriers

⁴ Scottish Housing Statistics

⁵ Scottish Government

⁶ Scottish Government

⁷ NHS. Warmer Homes, Better Health <https://www.kingstonccg.nhs.uk/Downloads/Publications%20folder/Leaflets/Kingston%20Warmer%20Home%20Leaflet.pdf>

⁸ Citizens Advice Scotland (2019) "Scottish consumer attitudes to Energy Performance Certificates and regulation of energy efficiency" Available at: https://www.cas.org.uk/system/files/publications/scottish_consumer_attitudes_to_epcs_and_regulation_of_energy_efficiency_final_published.pdf

⁹ There are several potential reasons for the discrepancy. One could be a difference in methodology; the 2019 survey proposed a concept without explaining the details, whereas the 2016 research included structured dialogues and citizen's juries which explained more about the standard, including potential penalties.

¹⁰ Ipsos Mori on behalf of Citizens Advice Scotland (2016) "Consumer Participation in Energy Policy Research project" Available at: https://www.cas.org.uk/system/files/publications/consumer_participation_in_energy_policy_-_ipsos_mori-involve_technical_report.pdf

2. Methodology

- 2.1** Changeworks held workshops in Peebles and Edinburgh in which participants discussed their perceptions of EPCs, giving detailed opinions about each element of the document. The workshops were conducted using the Individual, Social, and Material (ISM) model of behaviour.
- 2.2** Workshop participants came from a variety of backgrounds and were owner occupiers or privately rented their properties. Two participants owned an additional property that they rented out. There were four participants in Peebles, owing to poor winter weather, and thirteen in Edinburgh.
- 2.3** Participants were recruited through mailing and social media. Workshop participants were asked screening questions beforehand to ensure they were not employed in the energy industry. Participants were given a £30 gift card as a thank you for their involvement.
- 2.4** Participants discussed recognition of EPCs, how they understood the purpose of the EPC as a whole and each section individually, the current use and motivational level of the EPC, perceptions about the usability of the EPC, and general values and knowledge about energy, the environment, and people's homes. Feedback from these sessions was used to create mock-ups of alternative versions of EPCs with different layouts to use in online cognitive testing.
- 2.5** The online survey was promoted through Changeworks' online hub. There were 65 total respondents, with 41 viewing and answering questions about each mock-up. Three versions of the survey were created to compare EPC designs against each other. All respondents viewed two versions of the survey.



3. Findings

Workshops

3.1 The consensus of the workshops was that home energy efficiency improvements are essentially about cost and inconvenience. There was a value-intention gap; while participants valued the environment and several described themselves as environmentally aware and conscious, energy efficiency literacy was low, and most participants did not take energy efficiency into consideration when purchasing their home. Participants who described themselves as highly environmentally conscious were no more familiar with EPCs than other contributors. Overall, only 23% (3 out of 13) of participants knew the energy rating of their home. Many participants felt that EPCs would be more motivational if connected to wider drivers like climate change, government standards, and Scotland’s environmental commitments.

3.2 The value-intention gap is a particularly interesting finding considering the contradictory findings of previous research. Research in 2016 found staunch opposition to mandating an energy efficiency standard, while a more recent survey found that most respondents approved of potential government action. Part of the discrepancy could stem from research methods, as the research participants in 2016 were given more information about what regulation could look like, whereas the survey respondents were only asked if they agreed with a potential mandatory standard. Alternatively, or perhaps in addition to discrepancies in methodology, people may become more open to mandatory standards as they learn more about the climate emergency.

3.3 Participants generally found that EPCs were confusing and contained a lot of excess information. Generally, they knew that EPCs were linked to energy efficiency, but they did not value them as comparative tools or as a guide highlighting what actions they could take. Participants did not like that cost savings were spread over three years, because they viewed this as less realistic and impactful than annual savings would be.

3.4 In line with previous research findings, many felt that EPCs were unreliable and unrealistic.

“They [EPCs] seem completely pointless like the rest of the Home Reports. Someone literally drives past the house and checks that it actually exists.”

Participant in Edinburgh Workshop

This quote demonstrates, in particular, how little EPC methodology is understood by most consumers. If a building does not have a current EPC, DEAs are required by law to visit the property and carry out an assessment.

3.5 EPCs were perceived differently when buying or selling a property. For property buyers, energy efficiency was seen as a luxury for those that could afford it, especially in property markets like Edinburgh. In rural properties, having less choice of property also diminished the value of energy ratings. EPCs did not change general perceptions of property types, like tenements being cold.

3.6 For property sellers, the EPC was simply something that had to get done. A higher energy rating was nice to have, but not worth spending any money or effort trying to achieve.

3. Findings

“Its money for old rope, you need it to sell your flat. It’s one of these things you need to have if you need to sell. It’s a closed shop, it’s the same as the energy advice they give. But you need it to sell it.”

Participant in Edinburgh workshop

- 3.7** There was less consensus about the layout of the EPC. The estimated cost/savings were rated the most important part of the EPC while environmental impact rating was rated the least important. When the environmental impact rating was explained, it was rated more highly, indicating a knowledge gap.
- 3.8** Most participants preferred graphical information over text. Participants tended to favour simplicity and “human language,” with several suggesting using bullet points instead of blocks of text next to graphs. The colourful energy efficiency rating graph was recognisable, partly because it is used to indicate the energy efficiency of appliances and household electronics. Many felt that if the environmental impact rating graph was as colourful, they would have assigned more importance to it or noticed it more quickly.

Online survey

- 3.9** Three versions of the EPC were created: an original EPC (for straightforwardness, footnotes to recommendations and references to Home Energy Scotland were omitted), a “multipath report,” and a 1-2-3 pathway report. The mock-ups were created using feedback from the workshops and from previous suggestions¹¹.
- 3.10** Overall, there was a preference for the 1-2-3 report over the multipath and original EPC during testing, due to the clarity of the layout and indication of next steps and the relative urgency of the recommendations in the report. Respondents felt that the multipath report was too complicated, even though instructions were included. Respondents preferred simplicity and colour. EPCs contain graphs, making them a naturally visual report, and the well-recognised red, amber, green colour coding of the 1-2-3 report made it intuitive and easier to engage with.

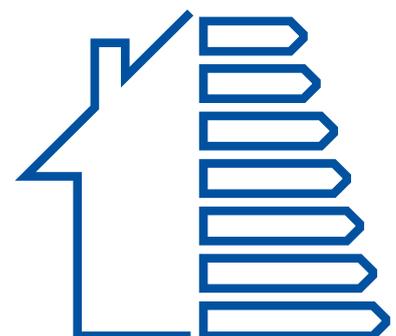
¹¹ The alternative EPC report mock-ups can be found in Annex One



3. Findings

Multipath

- 3.11** The multi-path report indicated two pathways with suggested action so that the user could select with path was most resonant with their priorities. The workshop analysis indicated that energy efficiency rating and environmental impact were the most valued, so these were the pathways included. The report contained reference to legislation that could act as a driver for action. Bill and savings figures were included annually instead of over three years. The environmental impact graph was recoloured but used a different background colour than the energy efficiency rating to help differentiate the two for the user. The report omitted carbon savings to avoid confusing the reader, as workshop participants spoke in terms of “environmental impact” instead of carbon.
- 3.12** Respondents liked that the report was graphic/visual and had charts and graphs instead of lots of writing. They found that it was concise, with clear information and an easy to understand A-G scale. They liked the colour coding and directional arrows. Most respondents (85%) found the energy path most useful because it was related to saving money on energy bills. One respondent remarked that the energy rating was more important for selling a property.
- 3.13** Respondents who disliked the multipath report gave contradictory feedback. Four felt that it gave too much information or was too busy, while two others felt there was not enough explanation or description. Three were confused by the layout, and one did not like the red circles. Two felt that the changes in the environmental rating were unclear or not applicable to their property.
- 3.14** Almost half of respondents, 49%, understood the two paths to the recommended actions. A third were unsure and about a fifth said they did not understand the role of the two pathways. It could be that the respondents who did not understand did not read the instructions included on the report, underlining the importance of clear and intuitive graphs and graphics.
- 3.15** While half of respondents felt that they could easily distinguish between the two pathways, only 30% thought that other people would be easily able to distinguish them. This reinforces the idea that there is a slight self-preservation bias in energy efficiency conversations, as people do not want to recognise or admit that they do not fully understand a document.



3. Findings

1-2-3

- 3.16** The 1-2-3 report was modelled after the home report. The report simplified the language of the original EPC. Actions were rated a 1, 2, or 3 and the well understood red, amber, green colour convention to indicate the relative urgency of the actions advised. Text was added to mention that the report was based on a standardised method and set of assumptions to help build trust.
- 3.17** The colour coding and layout received positive reviews. Most respondents felt that the report was simple and easy to read and they like that savings per year were included.
- 3.18** Some respondents felt that the report was aggressive and could frighten homeowners who could not comply with the regulations. Others felt that the costs for actions were too high and that measures they would enact, like draught proofing, were omitted¹². Two remarked that they would like to see an overall energy rating. Others agreed that the 1-2-3 report lacked some information and wanted to know how the calculations for savings and bills were made. These findings, in addition to our 2016 research suggests that consumers support mandatory standards in principle, but when confronted with the real-world implications of meeting the standard (cost) are not as supportive.
- 3.19** Some respondents who wanted more information wanted to know more about the technologies and actions proposed, information on funding and grants, contact information for tailored information or advice, links to installers or contractors and the environmental impact or costs. There were requests for clarity about if estimated bills were for pre or post actions, how feasible the proposed measures were, and the payback period.
- 3.20** One respondent wondered if communal actions for tenements could be included, and another wanted to know how much would be lost in energy bills if the actions were not carried out. Another respondent suggested a digital energy report that could have links to further advice about each action
- 3.21** The vast majority of respondents understood the categories, and appreciated the colour coding, urgency of the different categories, and similarity to the home report.
- 3.22** Respondents noted that payback time, availability of funding, the cost of NOT acting, and CO2 savings should also be included on the report.



¹² Draught proofing and low energy lightbulbs are common recommendations in EPCs but were omitted from the mock up

3. Findings

Original

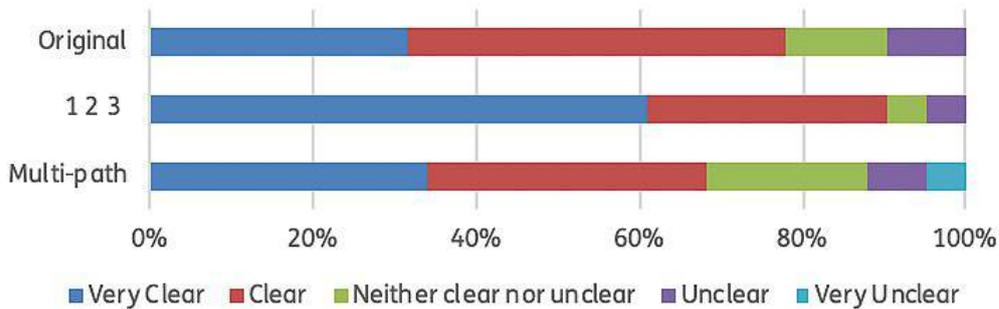
- 3.23** The original EPC report had more negative feedback than positive, (71% disliked versus 28% liked the report) but similar to the other two had a lot of contradictory feedback. Some respondents liked the layout and thought it was easy to understand, while others felt it was too busy, too cluttered and had unnecessary text.
- 3.24** Respondents who liked the report recognised the A-G scale, liked the layout, felt the charts were easy to interpret and thought the explanation of the graphs was useful. They also noted the clear difference between the energy and environmental ratings.
- 3.25** Respondents who did not like the graph echoed a lot of the feedback given in the ISM workshops. Many felt that the layout was too busy and cluttered, there was too much text and the graphs took up too much room. Some felt, in contrast that there was not enough information provided. One respondent thought that the report was not engaging while another thought there were too many actions provided. A respondent wondered if the A rating was achievable. Other respondents were concerned about the trustworthiness of savings figures and would have preferred the environmental graph to be in colour.

3. Findings

Reports compared

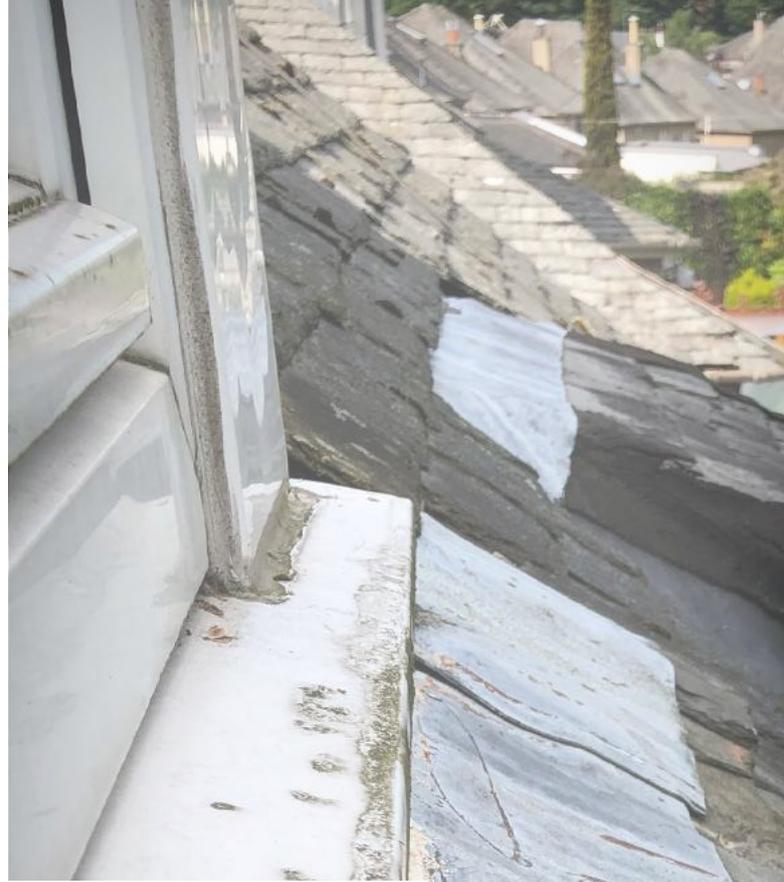
3.26 The 1-2-3 report was considered the clearest of the three reports about what actions the user should take next, with more than 60% of respondents saying they were very clear about the key actions, as compared to 34% for the multi-path and 32% for the original EPC. The multi-path was the least understood report, with 2 respondents feeling very unclear about the key actions.

How clear are you on the actions that should be taken next?

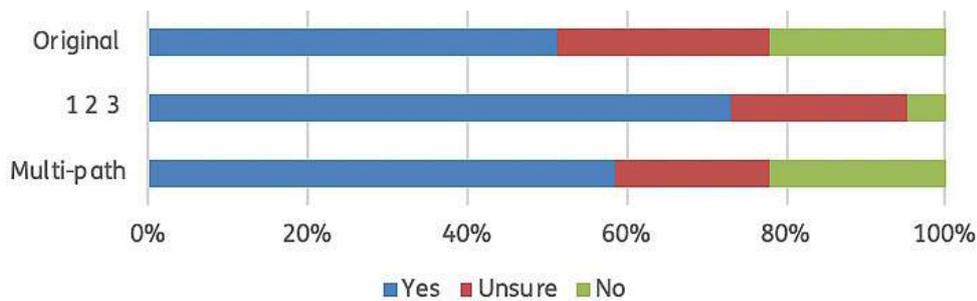


3. Findings

3.27 While most respondents felt they clearly understood the key actions for each report, when asked what action would have the greatest impact, answers varied. Most felt that wall insulation was the most impactful, but it was clear that impact was dependent on the user's priorities; different actions could be chosen if the user was prioritising financial impact, avoiding government fines, or minimising payback period.



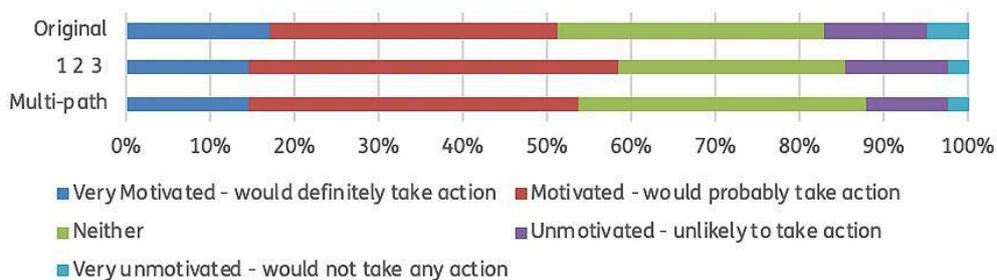
Is it clear what action would have the greatest impact?



3.28 No report was considered vastly more motivational than the other two. Marginally more respondents (59%) found the 1-2-3 report would motivate them to act than the multi-path (54%) or original EPC (51%).

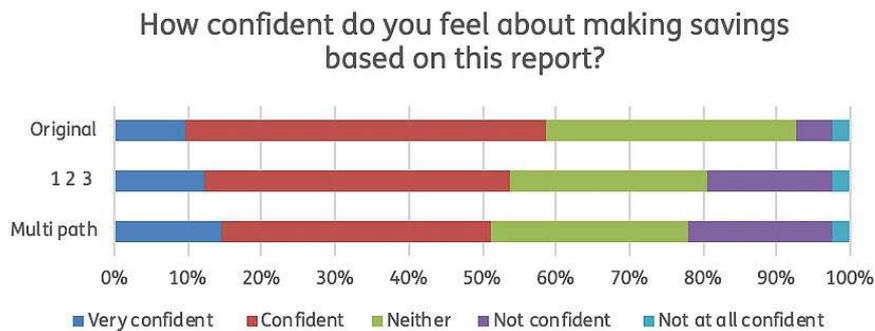


Based on the information provided, how motivated would you be to take action?



3. Findings

3.29 More than 50% of respondents said that they were confident about making savings on their energy bills based on the information provided. Interestingly, a greater proportion of respondents felt that they were not confident about making savings based on the multi-path or 1-2-3 report compared to the original.



3.30 Energy rating was omitted from the 1-2-3 report in the user testing, so no comparisons are available for this report. The original report was found to be slightly more effective at presenting current and potential energy efficiency ratings. The original report was felt to be clearer, with better layout and explanation. However, some respondents felt that the multi-path had a better layout and that it was easier to compare. Some readers felt that the grey background used on the multi-path report made it difficult to read.

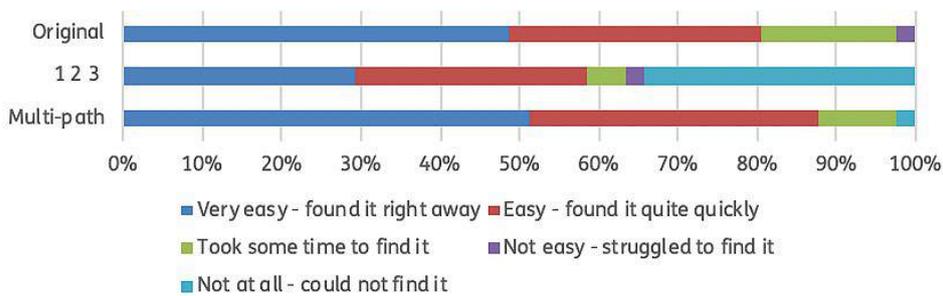
3.31 The energy rating was omitted from the 1-2-3 report but only 35% of respondents said they could not find the energy rating on the report. Two thirds of respondents, 65%, said that they found the missing rating, with twelve respondents saying that they found it right away and twelve saying they found it quite quickly.

3. Findings

3.32 As noted by Changeworks in their report, this omission seems to indicate an element of self-preservation, as respondents did not want to admit they could not find the energy rating. not want to admit they could not find the energy rating.



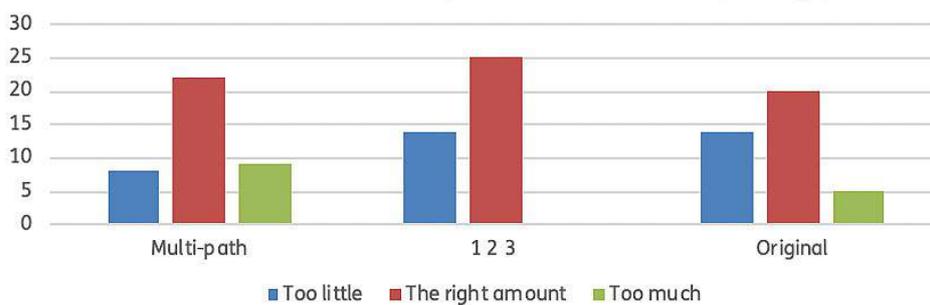
How easy was it to find the energy rating?



3.33 The majority of respondents for each report found that the right amount of information was provided. Some respondents felt that the multi-path and original reports had too much information, but no respondents felt that 1-2-3 report had too much information. information, but no respondents felt that 1-2-3 report had too much information.



Amount of information provided in each report type



3.34 Respondents sought additional information on funding and more accurate or specific information from each type of report.



4. Conclusions

- 4.1** EPCs are a complex part of the complex subject of energy efficiency. They are a standardised assessment meant to apply to properties that are not just buildings, but people's homes. As such, they also necessarily contain a very subjective element and many factors, including values, attitudes, and personal priorities will determine how well they are understood and how they motivate people to act. Two main themes have emerged: low energy efficiency literacy and low motivation to make changes.
- 4.2** The results from both the ISM workshops and the online survey reflect the complexity of EPCs and the human element involved in changing people's homes. Above all, the feedback showed how much variation there is in how people read and interact with EPCs. Each version of the EPC received conflicting feedback about the layout and amount of information. When people did understand fundamental parts of the EPC, such as the energy efficiency rating and what key actions to take, how motivated they were to act varied greatly. These findings underline the importance of energy efficiency literacy and EPCs being accompanied by holistic advice. Much of the feedback related to wanting more information, which an advisor could provide.
- 4.3** The personal bias revealed in some questions on the online survey also supports the need for energy efficiency advice to accompany EPCs. Homeowners may not want to admit struggling to understand an EPC and having a DEA or energy advisor explain the document and answer questions could help break the barrier of not wanting to seem uninformed.
- 4.4** Personal bias could influence the second main theme of the findings, which is low motivation to make changes. If consumers feel the document is difficult to understand, they may be less motivated to make changes and reach out to organisations that could provide support and advice for fear of revealing their lack of knowledge.
- 4.5** One participant in the online survey responded that they would be interested in seeing the cost of not acting included in the EPC. This request is interesting because generally campaigns to get owner occupiers to improve the energy efficiency of their homes try to be positive, in many cases emphasising the potential fuel bills savings as a main goal. This information, taken in context with participants in both the workshops and the online survey commenting that they would like to see a more direct link with the climate crisis and Scotland's climate goals included in the EPC document, framing energy efficiency around the cost of not acting as opposed to the potential cost benefits of acting could be a more motivational message.



4. Conclusions

4.6 Energy efficiency for energy efficiency's sake was identified to hold little to no motivation for respondents, but social desirability was identified as a significant motivator in the analysis, meaning that if an EPC could highlight the value action gap by indicating the cost of not acting in terms of environmental or social impact, consumers could be far more motivated to act. As environmental impact was also identified as a strong motivator, any way of using the two together is likely to create a far more motivational and compelling document for users.

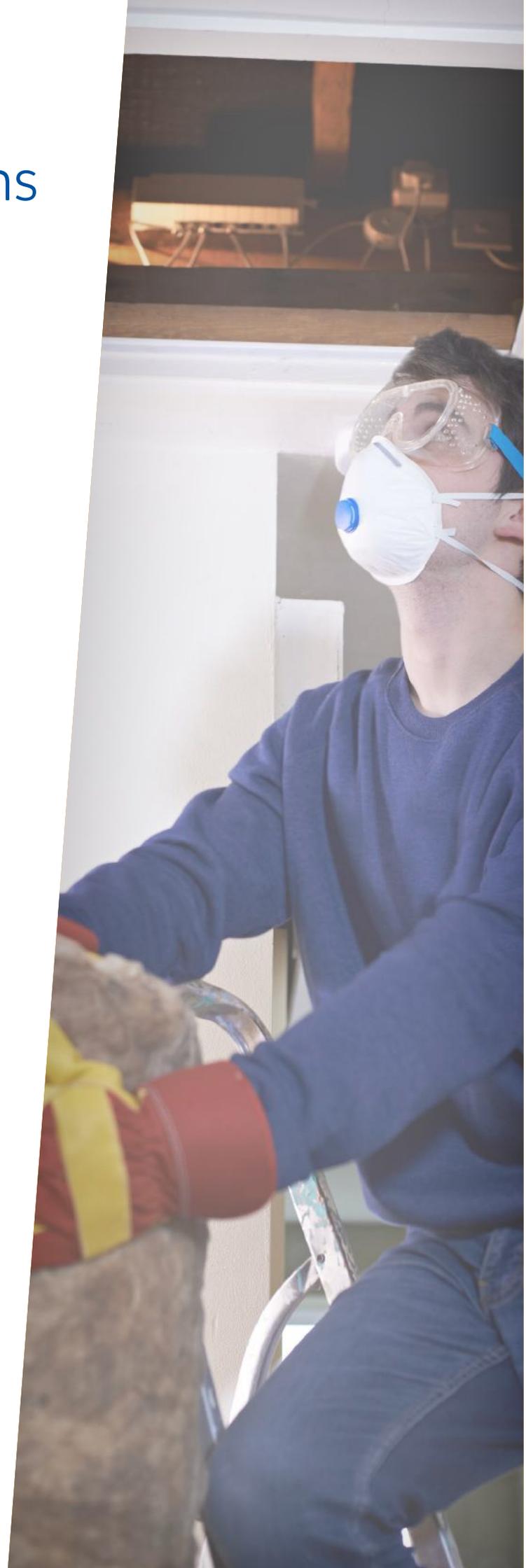
4.7 Fuel bill savings were the other main motivating factor, often overriding other considerations to influence actions. As Changeworks notes, this is not a surprising finding and is supported by a body of other research. But people did not relate lower energy bills to the EPC and seemed to view energy efficiency and fuel bills as separate and independent ideas. Workshop and online survey participants both indicated that they would prefer to see potential fuel bill savings presented annually instead of over three years, but this lowered the savings figures, making them too low to be motivational, and financially unattractive.



5. Recommendations

5.1 Based on the research findings and recommendations from Changeworks, we recommend:

- > The Scottish Government undertake a wide campaign to improve energy efficiency literacy, especially EPC literacy. This could include awareness raising and education about the relationships between energy efficiency rating, lowering bills, and how affordable/easy a home is to heat. Currently, these concepts are thought about in isolation by consumers.
- > Home energy efficiency advice should be expanded and improved, with domestic energy assessors receiving soft skills training and sign posting homeowners to organisations that can provide unbiased and holistic advice.
- > The viability of the 1-2-3 format should be explored further, particularly by the Scottish Government's Industry Focus Group on Assessment.
- > Any changes made to the current EPC should make the layout simpler, use colour to draw attention to key areas, reformat the environmental impact graph to make it more striking, and make the text more concise. Negative space could be used to clarify other features.
- > A wider narrative campaign surrounding energy efficiency should be launched ahead of regulation, potentially framed in the cost of not acting. This campaign could seek to strengthen the connection in consumer's minds between home energy efficiency and meeting Scotland's climate targets.



Annex One: Alternative EPC reports

Multipath Report:



- This report shows the energy efficiency and environmental impact of your property, and how much you could save if you had recommended measures installed.
- By 2040 all homes must have an energy efficiency rating of C or higher.
- The recommended measures for your property are shown below, split by both the energy efficiency rating and the environmental impact. The most important measure for each of these is highlighted red.

| Estimated annual bills - £2,823 | | Estimated money saved annually: £336 | | |
|--|------------------|--------------------------------------|--------------------------|-------------|
| ↓ Difference between current and potential achieved by recommendations ↓ | | | | |
| Energy Efficiency Rating | | Environmental Impact (CO2) Rating | | |
| | Current | Potential | | |
| A | | | | |
| B | | | | |
| C | | | | |
| D | ← D | ← C | | |
| E | | | | |
| F | | | | |
| G | | | | |
| Recommendations for improvement | | | | |
| Recommended measures | Indicative cost | Typical savings per year | Rating after improvement | |
| | | | Energy | Environment |
| 1 Internal or external wall insulation | £4,000 - £14,000 | £140 | ← C | ← D |
| 2 Draughtproofing | £80 - £120 | £18 | ← C | ← D |
| 3 Low energy lighting for all fixed outlets | £25 | £32 | ← C | ← D |
| 4 Upgrade heating controls | £350 - £450 | £34 | ← C | ← C |
| 5 Replace boiler with new condensing boiler | £2,200 - £3,000 | £52 | ← C | ← C |
| 6 Replace single glazed windows with low-E double glazed windows | £3,300 - £6,500 | £59 | ← C | ← C |
| [Property details] | | | | |

Annex One: Alternative EPC reports

1-2-3:



- This energy report shows the energy efficiency of your property and the potential savings available if recommended actions are completed.
- This report was prepared using a standardised method and assumptions.
- The tables below identify the urgency of any energy efficiency upgrades by three categories.

Estimated annual bills - £2,823 Estimated money saved annually: £336

Your current energy efficiency rating is **D**

| Category 3 | Category 2 | Category 1 |
|--|--|--|
| Energy efficiency installs or upgrades needed now. Failure to delay with them will result in your property breaching Government targets and may incur fines. | Upgrades or installs requiring future attention. Getting estimates for this work is advised. | No immediate action or install is needed |

| Measures | Category | Actions | Costs | Savings per year |
|-----------------|----------|---|-----------------|------------------|
| Walls | 3 | Install internal or external wall insulation | £4,000- £14,000 | £140 |
| Loft/Roof space | 1 | No action needed | - | - |
| Windows | 2 | Replace single glazing with double glazed windows | £3,300 - £6,500 | £59 |
| Floor | 2 | Install underfloor insulation | £300 - £450 | £40 |
| Heating | 2 | Replace boiler with condensing boiler. | £2,200 - £3,000 | £52 |
| | | Upgrade heating controls | £400 | £34 |
| Others | 2 | Install draft proofing | £80-100 | £18 |

[Property details]

Annex One: Alternative EPC reports

Original:

[Property details]

You can use this document to:

- Compare current ratings of properties to see which are more energy efficient and environmentally friendly
- Find out how to save energy and money and also reduce CO2 emissions by improving your home

| | |
|---|--------|
| Estimated energy costs for your home for 3 years* | £2,823 |
| Over 3 years you could save* | £1,008 |

| Current | Potential |
|---------|-----------|
| D | C |

Energy Efficiency Rating

This graph shows the current efficiency of your home, taking into account both energy efficiency and fuel costs. The higher this rating, the lower your fuel bills are likely to be.

Your current rating is **band D (63)**. The average rating for EPCs in Scotland is **band D (61)**.

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

| Current | Potential |
|---------|-----------|
| D | C |

Environmental Impact (CO2) Rating

This graph shows the effect of your home on the environment in terms of carbon dioxide (CO2) emissions. The higher the rating, the less impact it has on the environment.

Your current rating is **band D (58)**. The average rating for EPCs in Scotland is **band D (59)**.

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

Top actions you can take to save money and make your home more efficient

| Recommended measures | Indicative cost | Typical savings over 3 years |
|--|------------------|------------------------------|
| 1 Internal or external wall insulation | £4,000 - £14,000 | £420.00 |
| 2 Draughtproofing | £80 - £120 | £54.00 |
| 3 Low energy lighting | £25 | £96.00 |



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