

Abstract

To give evaluators, programme and policy designers further insight into the various ways in which domestic energy measure performance can be affected by occupants.

Considers the variables that affect impacts and therefore accurate projection of impact.

Looks at approaches for minimising sub-optimal behaviours.



Data sources



	Programme 1 (2009-11)	Programme 2 (2010-)
Type of assistance	A pilot providing up front financial support and installation to homeowners for domestic energy efficiency and micro-generation measures.	A pilot providing financial support to social landlords for whole-house retrofit of properties, comprising domestic energy efficiency and micro-generation measures.
Audience	Principally owner-occupied detached or semi-detached housing in five limited pilot areas. 311 households participated.	Social rented housing across the UK. 115 properties – a mix of types. The householders did not meet the cost of the works or actively seek to participate. Two thirds of properties occupied; in almost half, occupants were decanted.
Types of measures	Micro-generation: Insulation: Other energy efficiency - energy efficient boilers, lighting, other bathroom and kitchen appliances, heating controls and display units e.g. Smart Meters and PV generation display units.	
Evaluation approach	Quant and qual telephone interviews with participants.	Quant telephone and home visits.



No physical monitoring data

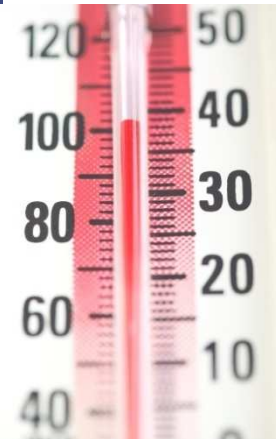
Factors affecting energy consumption and performance



DATABUILD
Research & Solutions

Lily **Ambition**

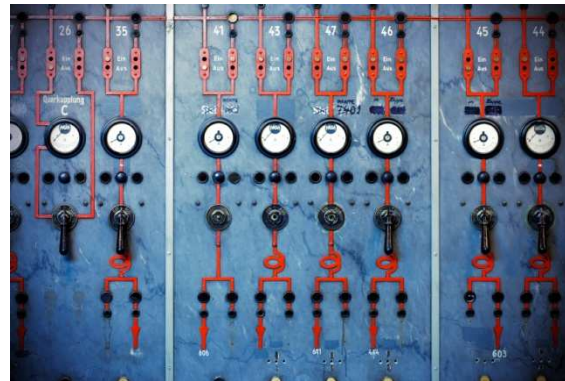
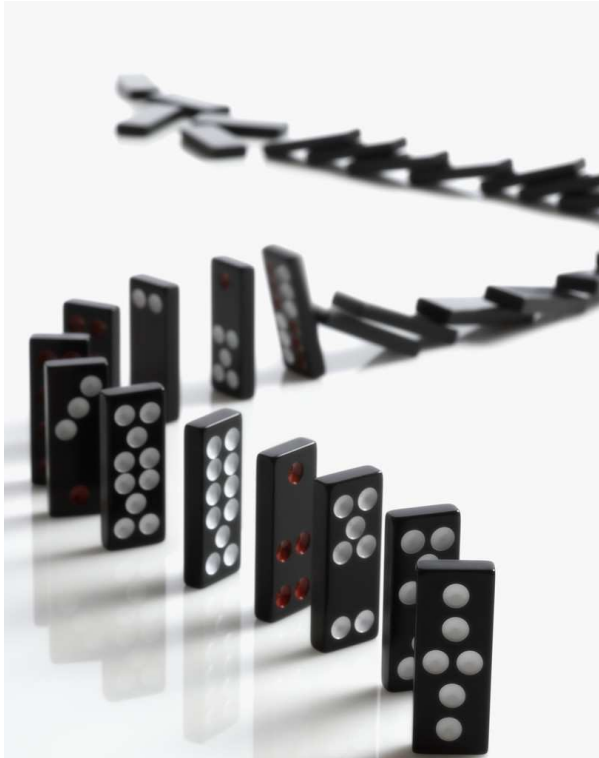
1. Occupants –who and how many?



2. Changes



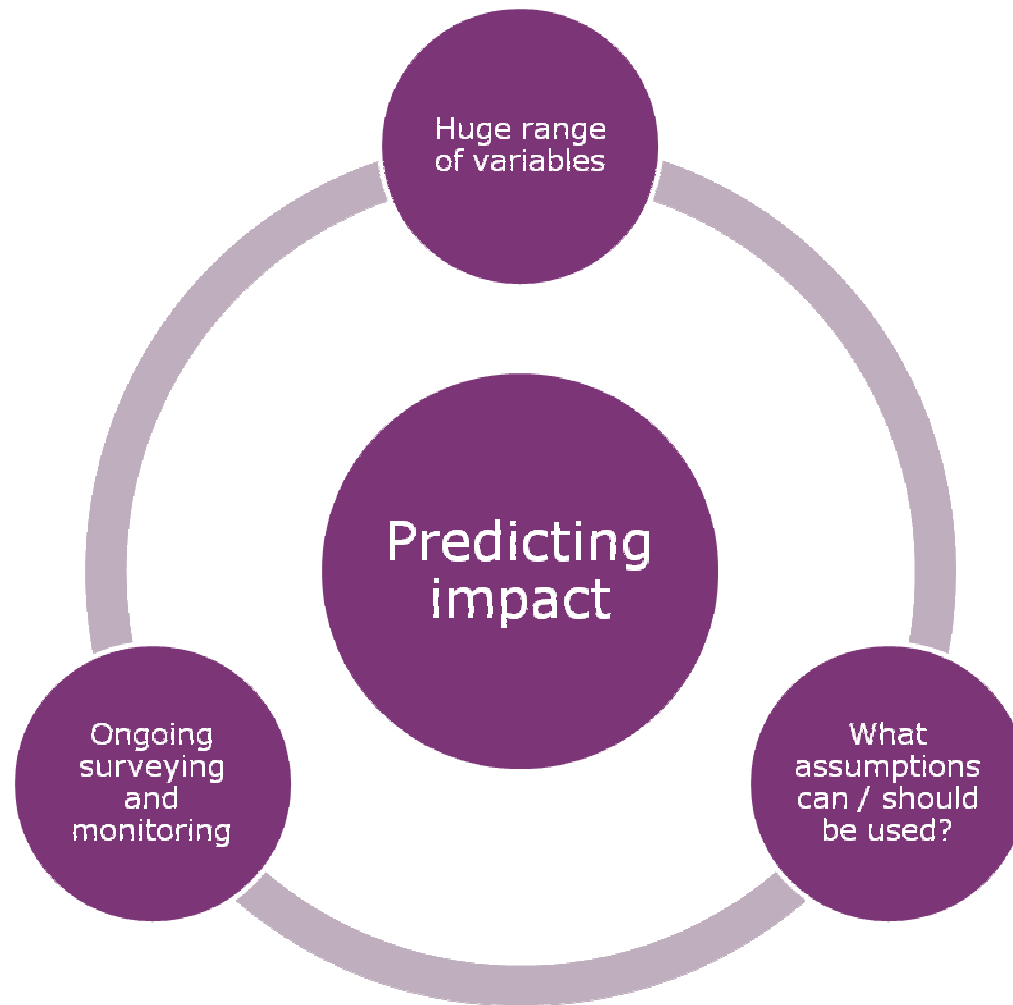
3. Measures



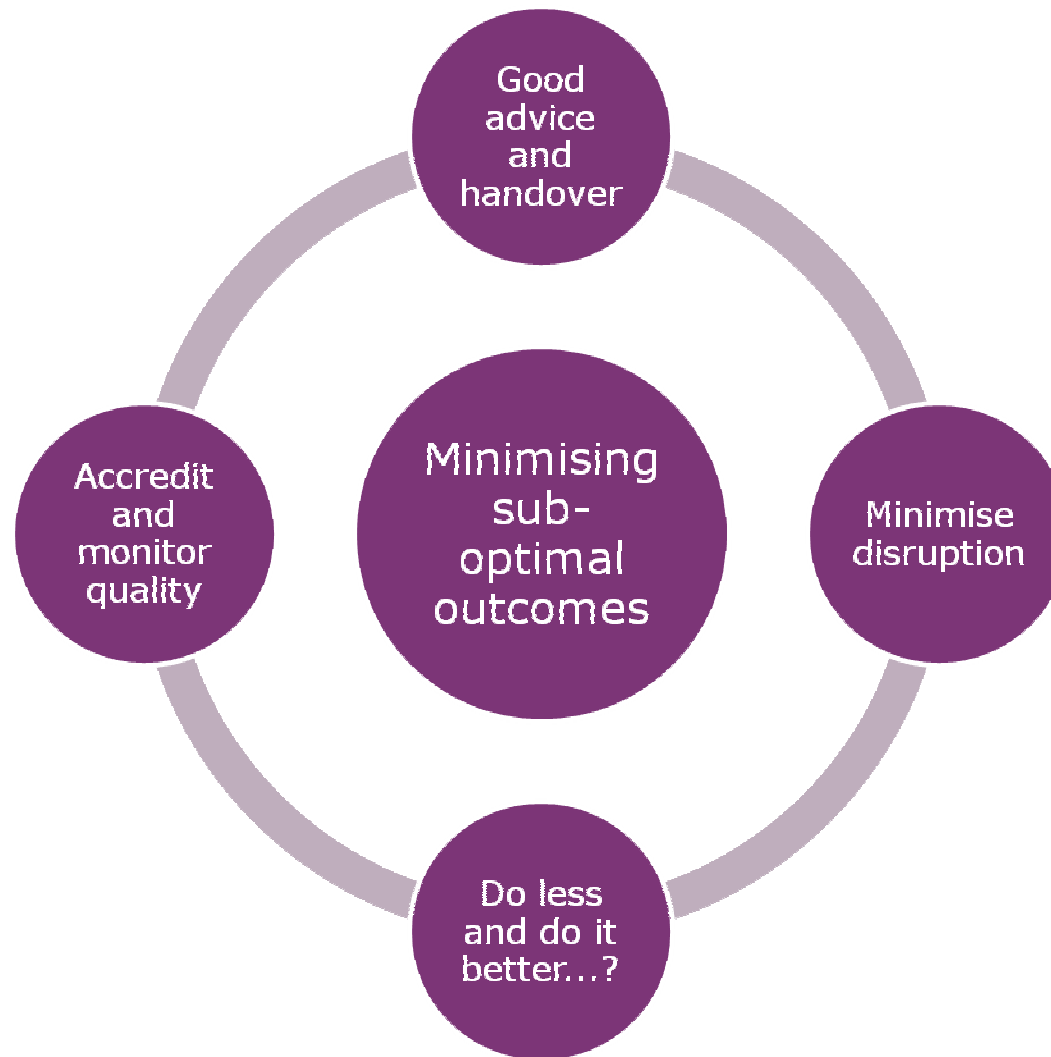
4. Installer and occupant understanding



Implications for programme managers and policy makers



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Occupancy evaluation – our experiences

- A visit is preferable to phone interviews if it's affordable or practical.
- Wait for physical monitoring data before interviewing occupants (or do both).
- Try to be impartial and consider how occupants might be influenced.
- Incentives are important;
- Try not to plan the conversation too closely and be prepared for planned approaches and phrasing to be undermined;
- Manage occupant expectations around confidentiality;



Thank you. Questions...?

