



NatWest
Group

HBO Climate Transitions and Public Policy Team

“Do you want a home that uses less energy and
feels cosier?”

September 2024



Agenda

Home Energy Efficiency - Context

- External Engagement
- Sustainable Homes and Building Coalition
- NatWest Home Energy Hub
- GHFA Chameleon & NatWest Home Energy Pilot



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TOMORROW BEGINS TODAY

Home Energy Efficiency

- Context



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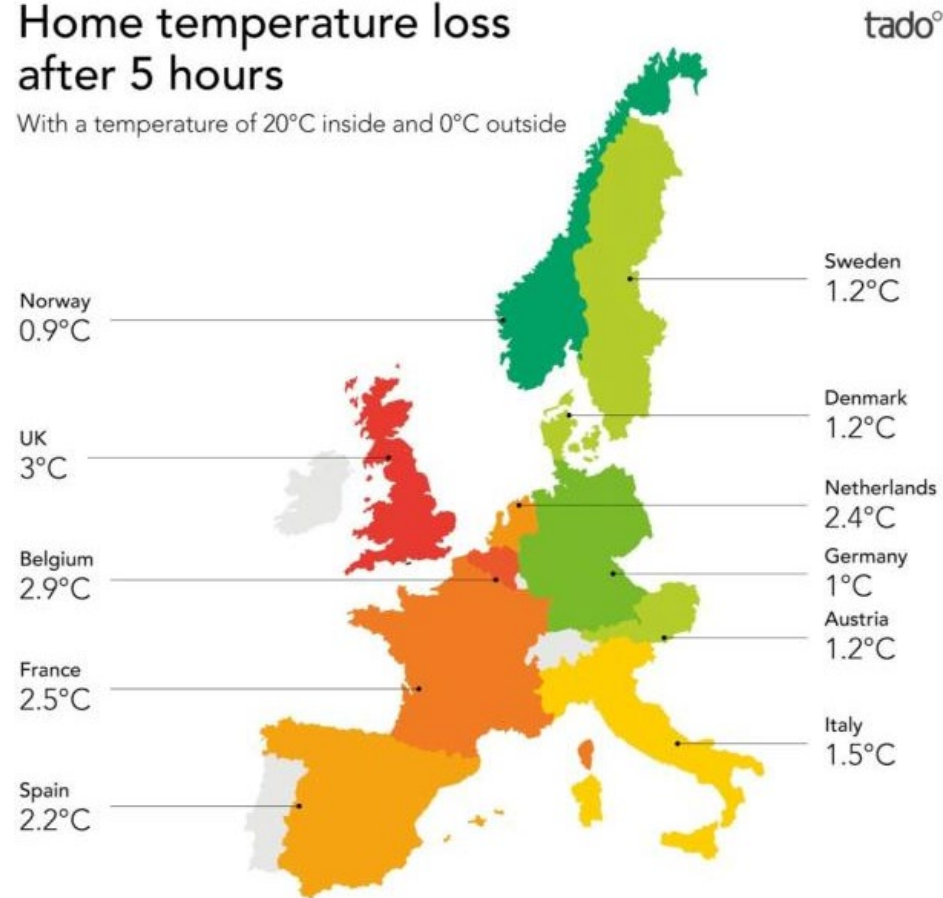
TOMORROW BEGINS TODAY

Some UK Housing Context

- The UK has the leakiest homes in Europe (mainly because they are older) – so heating bills are far higher than they could be for customers
- Bills were particularly high during the winters of 2023 and 2022

Home temperature loss after 5 hours

With a temperature of 20°C inside and 0°C outside



British homes among the worst insulated in Europe

SATURDAY 14 JANUARY 2023 7:45 AM
Revealed: Brits are paying the highest electricity bills in the entire world

UK must insulate homes or face a worse energy crisis in 2023, say experts



External Engagement

- We recognise we are not experts in home energy efficiency, so we partner with those who are
- We also regularly publish our own “Attitudes Tracker” – so we know how customers are feeling

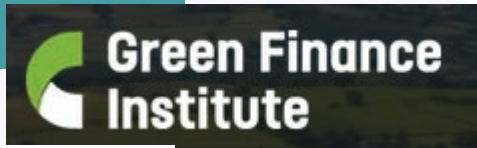


THE SUSTAINABLE HOMES AND BUILDINGS COALITION



Greener Homes Attitude Tracker

Which of the following apply to your main property? Planning to make improvements to the environmental sustainability of the property...



We paid for 9 full home retrofits, so we
could learn a bit more about the
customer retrofit journey



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Sustainable Homes & Buildings Coalition – from theory to real world

- The Sustainable Homes and Buildings Coalition funded the retrofit of 9 NatWest mortgage customers homes.
- The likely characteristics of “older, leakier” UK homes are shown below

Pre-1919 Victorian Mid-Terrace



Likely characteristics

Mid terrace houses in the UK built pre 1919 predominantly use solid wood walls with no cavity (uninsulated). Most are inner city with little exterior space

- Solid walls
- Limited access
- Single glazing
- Tight interiors
- Varied insulation

1920-1945 Converted Flat



Likely characteristics

The majority of converted flats are in buildings pre 1945 with uninsulated solid walls. Most are inner city with little exterior space

- Solid walls
- Limited access
- Single glazing
- Varied interior space
- Poor insulation

Mid Century Detached



Likely characteristics

Predominantly built with filled cavity walls. Significant exterior space. Suburban and rural areas mostly and a good option for hybrid solutions

- Cavity walls
- Good access
- Steel windows?
- Modest interiors
- Some insulation

Modern Semi-Detached



Likely characteristics

Most of these homes built after 1980 are assumed to have filled cavity walls and double glazed windows. Generally well insulated with some exterior space

- Filled cavity walls
- Good access
- Double glazing
- Good sized interiors
- Well insulated

1945-1954 Terrace



Likely characteristics

Older, post war mid-terraced houses are typically made of brick, often suffering from poor insulation. Housing sometimes small shops and house space above

- Solid walls
- Good access
- Double glazing
- Limited space
- Some insulation



Sustainable Homes & Buildings Coalition – from theory to real world

Two of our retrofitted homes



CASE STUDY 5 – LAUREN SANDFORD AND LOUISE HAMILL

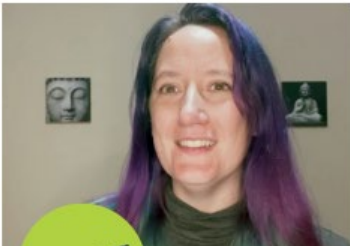
Location	Liverpool
Property type	Terraced 1900–1929
Initial EPC	D (55)
Estimated new EPC	A (92)
Work completed	Air Source Heat Pump, Solar Panels, External Wall Insulation
Cost	£49,035

OUTCOMES

Lauren and Louise installed an air source heat pump, new water tank, and radiators to accommodate the heat pump. In addition, they chose to install external cladding, solar panels and a top-up of their loft insulation. The pair are looking forward to moving away from gas as their primary heat source and reducing the carbon footprint of

their home, as well as being able to keep their house warm while keeping energy bills down.

- “The most challenging part of the process has been logistics.”
- “I feel very excited about the environmental benefits of the changes to the property.”
- “With the age of the house, lots of modern solutions don’t necessarily work very well or would not be in keeping with the property.”
- “I hope that the things that we have experienced being part of the pilot will be able to inform policy and make practical changes to proposed infrastructure or how these projects might be undertaken in the future.”



CASE STUDY 4 – HANNAH FRANCE AND ADAM WATT

Location	Wainfelin, Pontypool
Property type	Terraced 1900–1929
Initial EPC	D (64)
Estimated new EPC	A (96)
Work completed	Solar panels, Loft Insulation, External Wall Insulation
Cost	£28,775

OUTCOMES

Hannah and Adam chose to go for external cladding at the front and back of their property, added roof insulation and installed solar panels. They felt that the disruption to the property had been quite reasonable and were incredibly happy with the immediate change in comfort levels to the home. Hannah

and Adam are excited to see the impact that the solar panels will have on the family’s energy usage.

- “It has been a phenomenal opportunity to have improvements done that I definitely couldn’t have afforded on my own.”
- “The benefits have been quite immediate with how comfortable the temperature feels in the home even as the weather is turning cold.”
- “There’s been a big change to the comfort levels of the home.”
- “One thing I’ve learned since starting this process is just how many options we have now to make our homes more energy efficient.”



We used our research to build the

NatWest Home Energy Hub

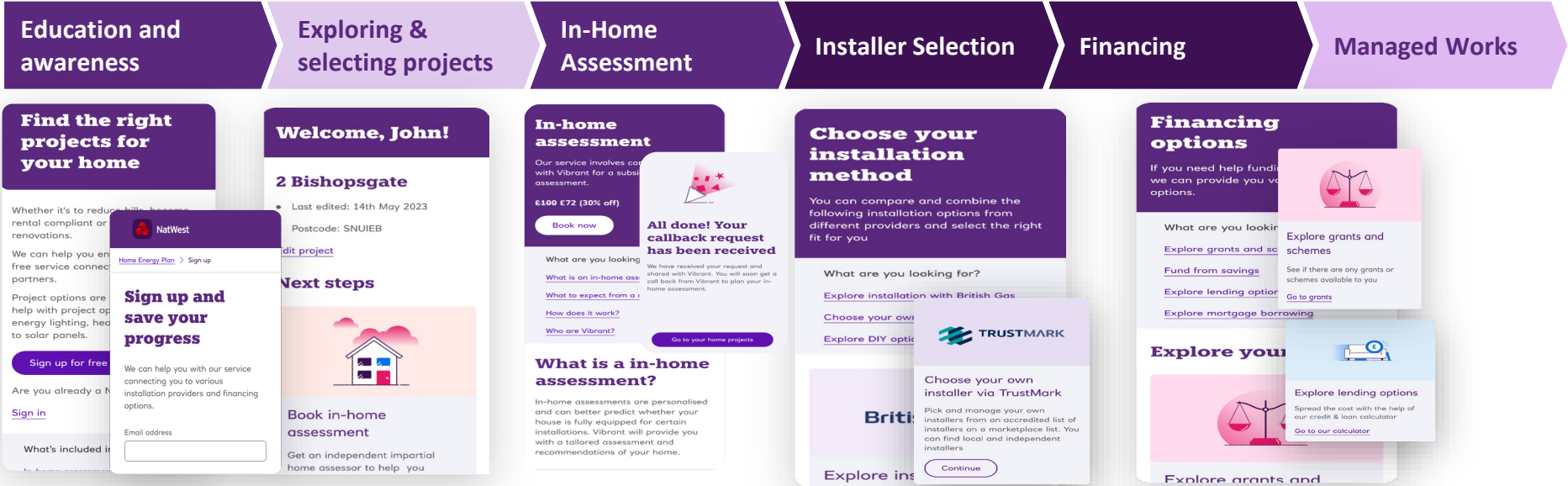


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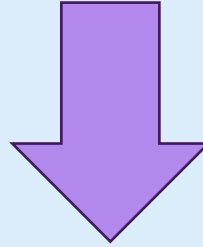
Home Energy Hub Digital platform

- We launched our Home Energy Hub in November 2023
- We help homeowners with enhanced education and awareness tools (and top tips), so they understand their home better
- The Home Energy Hub also connects homeowners with trusted partners, experts in getting the work done



ASK

Visit the Home Energy Hub and complete your very own Home Energy Plan



NatWest Home Energy Hub



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Who are Chameleon Technology?



In-home display manufacturer



- Largest and most successful IHD supplier in GB smart meter roll out
- 10 million devices delivered
- 1/3 of UK homes
- Supply the top ten energy suppliers



ivie product portfolio



ivie Bud



ivie App



ivie EV Charger



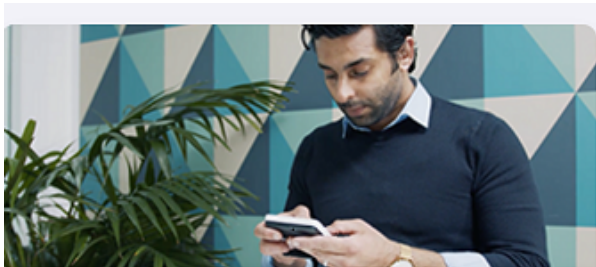
ivie Charge app



Home energy management innovation



- £5m of Government funded projects
- Eight live projects currently underway
- Chameleon and UK Government strategy completely aligned
- Building the one-stop shop for easy consumer adoption of low carbon tech



Sign up for our free NatWest Home Energy Pilot

We've teamed up with Chameleon Technology Ltd, who have created smart energy tools the Ivie App and Ivie Bud, to support NatWest mortgage customers to reduce their energy usage and save on their bills.

The first 1500 sign-ups will also be offered a free Ivie Bud (RRP £49.99) which provides near-real time insights, meaning your energy recommendations are personalised, timely and relevant.

As part of this pilot, Chameleon will share with us [your smart meter data](#) so we can understand how you are engaging with the tool and the changes you are making as a result of taking part in the pilot. You can also find out more about how we use your data in our [Privacy Policy](#).

After you sign up below, you'll be invited to download the Ivie App and get insights into your energy consumption, tips and recommendations to reduce your energy usage.

NatWest Home Energy Pilot : Recruitment of OBM customers

NatWest Landing Page via MPrompt

By signing up, you agree to the [Terms and Conditions](#) and our [Privacy Policy](#). If you have any questions please contact [~NatWestHomeEnergyPilot](#).

How we will use your data for this pilot +

What you need to take part +

Get the Ivie Bud app



Questions about this pilot

Do I have to pay for the Ivie Bud? +

What do you do with my data? +

What is the difference between my smart meter and the Ivie Bud? +

Why are we running this pilot and how long will it last? +

If I need help, who do I contact? +

Thank you



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