

## Domestic Energy Efficiency Advice Code of Practice EEAC Case Study: South East Wales

Giving energy efficiency advice to householders is the core of what the South East Wales Energy Efficiency Advice Centre does. Be it on the telephone, in person or through third parties such as local authorities, the team of advisors strives to provide impartial and relevant advice to all sectors of the community.

As well as running the local EEAC, the centre also takes all the non-geographic calls for the rest of the EEAC network, making it even more important that they have access to appropriate regional information from all over the country.

In addition, the EEAC runs a successful Local Authority Support Programme and an Energy Efficiency Commitment scheme for able-to-pay customers, with special prices for the over 60s. The EEAC is also part of the REAL Cymru network – Renewable Energy Advice Link.

The EEAC first heard about the Code of Practice through the EST, who made it a contractual obligation for all EEACs to sign up, which in turn put EEACs at the centre of energy efficiency advice good practice. This helped the EEAC staff to get buy-in for the Code of Practice from management and to ensure appropriate staff resources were spent completing the application process.

“The EST made it compulsory for us to sign up to the Code,” says Emma Cole, EEAC Manager, “but it has helped us to develop our advice service. It’s an essential part of running the EEAC contract with the EST.”

South East Wales EEAC lead by example and was one of the first organisations to be fully compliant with the Code. As well as meeting the generic standards in the ‘Heart’ of the Code, they have also signed up to three specialist sections:

- Face-to-face advice not in the home (e.g. at exhibitions, presentations and drop in centres)
- Non face-to-face advice (e.g. over the telephone and in written reports)
- Advice in the Home

Emma took responsibility for completing the application process on behalf of the EEAC, and though it wasn’t difficult, it did take a couple of hours to complete the forms.

The process gave Emma the opportunity to review the EEAC’s procedures and to formalise some of them in writing. This took an additional day’s work. They’ve also developed an asset register.

“The Code of Practice gives us credibility amongst our partners, as well as our customers,” says Emma. “And as the Code becomes more public facing, we will increasingly be recognised as a company that gives quality and professional advice.”



Energy advisor Maisey Williams gives advice at a Safe and Sound Roadshow

To speak to a trained energy efficiency advisor at your local EEAC call 0800 512 012.

For more information about the Code of Practice, visit [www.goodenergyadvice.org.uk](http://www.goodenergyadvice.org.uk) or call 08700 667 620.