

Working to address the climate emergency

We provide leadership and expertise
to help deliver a zero carbon society.

Energy Saving Trust aims to deliver the multiple benefits of clean energy and transport as we all transition to net zero. Chief Executive Officer, Mike Thornton

In the face of a climate emergency, our mission is more important than ever. We still help people save money on their energy bills. Beyond that, we're working to address climate change; reducing carbon emissions from buildings and transport across the UK and further afield.

The scope and reach of our work continues to grow with the expansion of advice and business services, research and consultancy but our core mission remains the same. We're working towards a smart, decarbonised, decentralised energy system and a rapid switch to low carbon transport.

Our in-house experts bring together the latest information on the characteristics of our buildings and transport system and on the potential for different carbon saving products and services. We test many of these products and services through field trials. Statistical modelling and other analysis based on this data forms the foundations of our advice for businesses, governments and individuals on energy efficiency, renewable energy and low carbon transport.

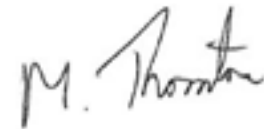
Our contact with householders, businesses and public administrations informs our policy work where our team seeks to influence UK governments to develop a positive and effective policy framework for sustainable energy and transport.

We empower millions of householders every year to make better energy and transport choices.

We deliver transformative energy and transport programmes working with UK governments.

We support businesses with energy efficiency and transport strategies, research, assurance and communications, enabling them to play their part in building a sustainable future.

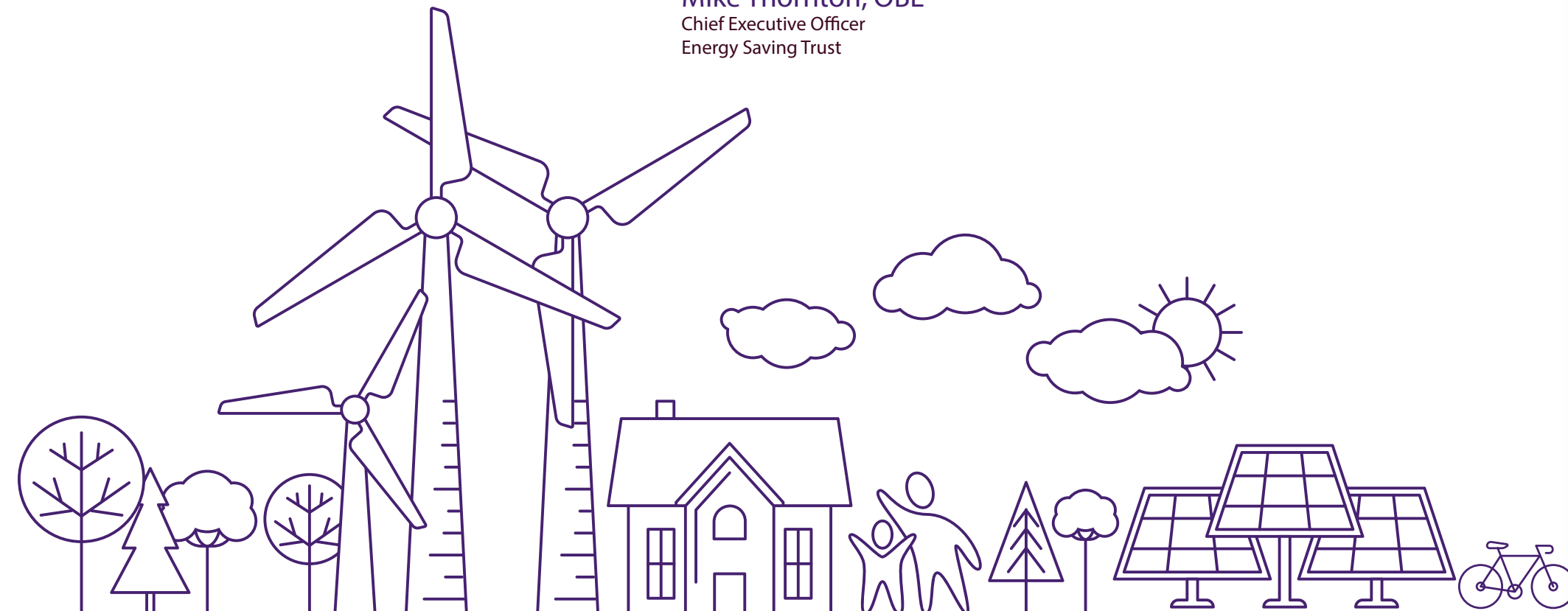
We are Energy Saving Trust.



Mike Thornton, OBE
Chief Executive Officer
Energy Saving Trust

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We empower millions of householders every year to make better energy and transport choices.



Our vision & values

Energy Saving Trust is an independent organisation, working to address the climate emergency.



We provide leadership and expertise to deliver a zero carbon society.

Our vision

We work with individuals, businesses, communities and governments to save energy and reduce carbon emissions.

We aim to address the climate emergency.

We promote the transition to smart, decarbonised and decentralised energy and transport systems. We take action to reduce energy consumption, install new infrastructure and accelerate the move to sustainable, low carbon lifestyles.

We deliver sustainable energy and transport programmes on behalf of each of the devolved UK governments, as well as the national government in Westminster.

In addition, we provide support and advice to local authorities and businesses around home energy efficiency, sustainable living, low carbon transport, renewable energy generation, innovation and community energy to promote these changes.

We want to:

- Encourage everyone to save energy and carbon
- Inspire change through the power of people and technology
- Help businesses to drive that change
- Influence individuals to reduce consumption
- Support people with generating and accessing renewable energy

Our values

We are expert, recognised as the authority on energy saving thanks to our many years of experience. Our skill, impartiality and professionalism mean we are always fully prepared – and trusted – when it comes to doing the right thing.

We are collaborative, open to sharing our knowledge and expertise. We believe in the power of community, as well as the government, in delivering change and we're optimistic about what we can achieve working with others.

We are impartial, free from bias and prepared to make the right decision, even when it's the more difficult path. We are honest, straightforward and trustworthy.

We are innovative, open to change both large and small, constantly striving to improve how we operate internally and externally to reach our goals.

We are supportive, reaching out to include everyone. We believe in a just transition for all and want to help individuals, communities and businesses find their way to net zero.

We are determined, driven by a fierce belief in the critical importance of our work. We know we can make a difference. We understand the scale of the challenge but will never give up.

Our story

Energy Saving Trust was set up in 1992, following the United Nation's Earth Summit in Rio de Janeiro.

Our initial role was to work with energy companies, at a time when public and policy attention had turned to the problems of cold homes and wasted energy. Since then, we've been a constant source of advice and support to householders, governments and businesses, as successive energy bills and global agreements have reinforced the critical need for energy efficiency and carbon reduction.

Today, we reach over one million customers a year.

We are committed to supporting the devolved governments of the UK with their own energy saving policies.

Our focus is not only on the UK. We have been working across Europe for the last decade and we're increasingly putting our expertise into play across the globe.

Our scope has broadened as our organisation has matured. We help our customers save energy, from a simple change in how they use their appliances, to buying an advanced, renewable energy system. We tackle the energy used in transport and we make the connection between water use and energy.

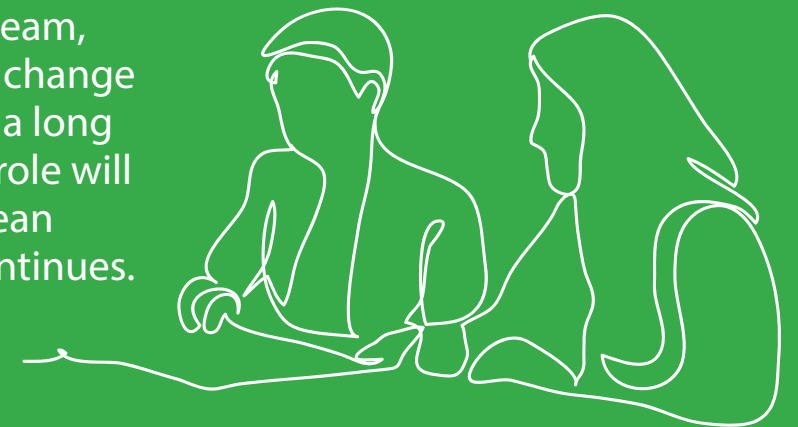
We're connecting with more industry sectors too, finding new and innovative ways to reduce carbon emissions and deliver the benefits of energy saving:

- reducing fuel poverty
- lower fuel bills
- jobs and growth in renewable energy industries
- healthier homes
- cleaner air

The next phase in our journey is to support the UK in meeting the 2050 carbon targets recommended by the Committee for Climate Change. This will mean significant changes to our homes, communities, cities and transport infrastructure. Part of our role in this change is to spread the energy saving message locally and internationally.

It's a challenge that we at the Energy Saving Trust are determined to rise to.

We are a passionate team, dedicated to making change happen. We've come a long way already and our role will remain vital as the clean energy revolution continues.



Areas of expertise

Commercially, we support energy suppliers and others to provide energy efficiency advice to their customers - ensuring our energy saving message reaches the widest possible audience.

Advice services

Energy Saving Trust delivers high quality, customer-focused energy advice services at a national and local level for a range of clients, including government and the private sector.

Our services provide impartial, expert, personally tailored advice to more than 100,000 households a year, of all demographics, to help them reduce their carbon emissions, cut their fuel bills and improve their comfort levels.

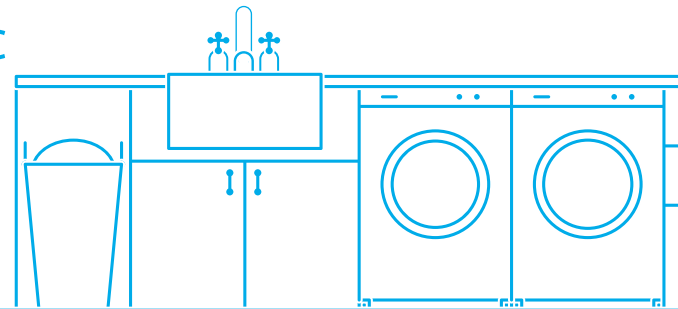
The information we provide includes advice on energy efficiency, affordable warmth, renewables, sustainable transport and water efficiency covering both measures and behaviours. We deliver advice by phone, email and face to face at events including community group meetings, as well as in outreach situations such as in hospitals and in the home.

Customer satisfaction with our largest advice service, Home Energy Scotland, is 98% and the service reached the finals of the UK Customer Experience Awards in both 2016 and 2017.



Home energy efficiency

Energy Saving Trust is a trusted and independent source of domestic energy and water saving advice.



Currently, 22% of UK carbon emissions come from energy use in homes, we promote home energy efficiency, along with retrofitting buildings to reduce emissions, while saving people money on their bills.

Our unique insight underpins services across all areas of behaviour change, communication and engagement.

We provide clear, concise information covering home appliances, insulation, domestic heating and lighting, smart meters, water saving and getting the most from utility providers. All our insight into energy use, attitudes and behaviours is backed up by authoritative research and compelling analysis.

We design and deliver energy efficiency, fuel poverty alleviation interventions and referral services through a range of pathways. Our programmes successfully engage with a wide range of consumers, including hard-to-reach audiences and vulnerable people.



Renewables

Energy Saving Trust provides expert analysis and independent, impartial support on renewable energy systems and their integration into wider energy systems.

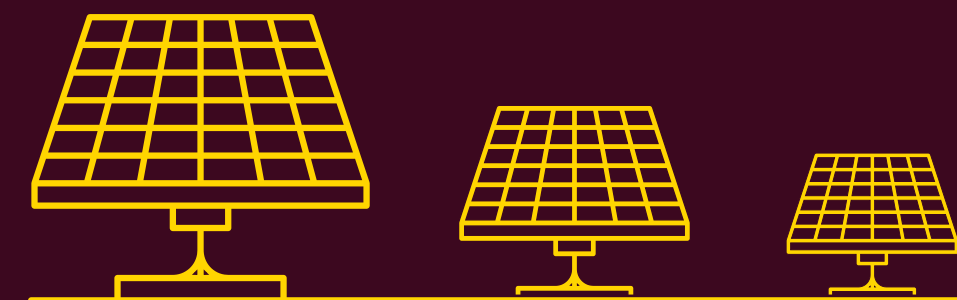
With in-house expertise on everything from domestic solar panels to district heating systems, we provide commercial, technical and strategic advice on renewables to national and local government, businesses, community groups and individuals in the UK and Europe.

We deliver programmes on behalf of devolved UK governments to install and operate renewable energy generating systems. We complement this direct support with up to date online advice and information on renewable energy generation systems, including:

- digital tools to calculate which systems may be suitable
- financial support
- project guidance toolkits that provide end to end guidance
- a certified installer search tool (Scotland only)

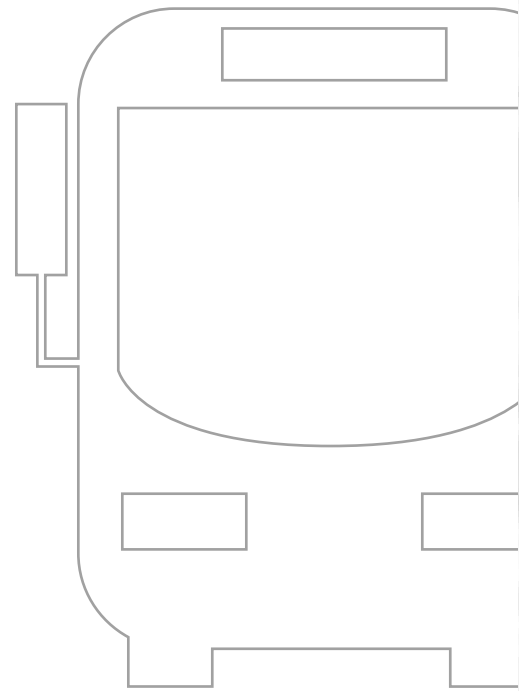
In addition to the provision of technical advice, we help to build the capabilities and confidence of individuals and communities to take charge of projects, including sourcing financial support.

We also manage large databases of renewable installations on behalf of the Scottish Government, as well as leading and partnering on renewables research and trials.



Transport

Energy Saving Trust delivers a range of programmes aimed at decarbonising transport and improving air quality in the UK.



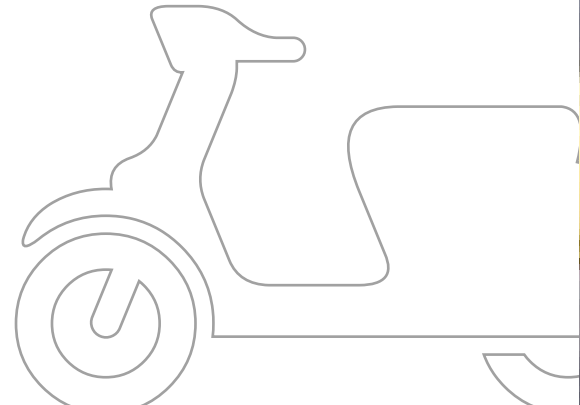
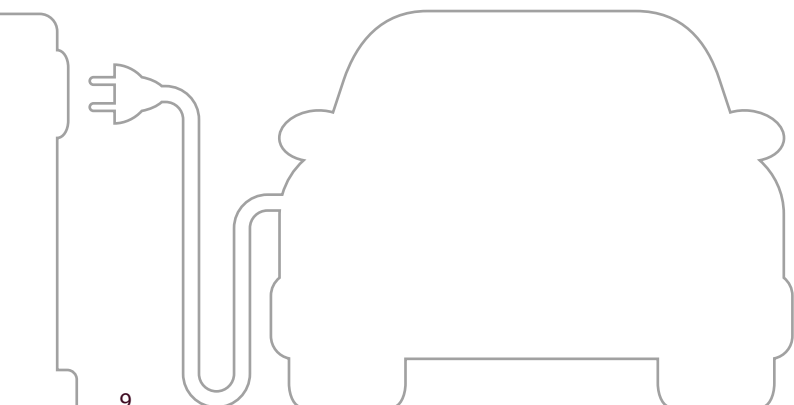
Our work in this sector includes support and advice for organisations, local authorities and individuals, funded by the UK and Scottish governments.

In England and Wales, this includes:

- recommending ways that businesses and public sector organisations can reduce mileage, fuel use and carbon emissions, including through ultra low emission vehicles
- advising local authorities on charging infrastructure, taxi licensing and sustainable travel plans
- delivering training on electric vehicles and fuel efficient driving
- certifying technologies to retrofit buses, coaches and construction machinery to reduce emissions

In Scotland, this includes:

- managing grants and loans available to both individuals and businesses wishing to install charging infrastructure and purchase ultra low emission vehicles
- providing sustainable and active travel advice to individuals and organisations and promoting the sustainable transport hierarchy whenever possible
- providing technical consultancy reports to organisations and local authorities to future proof their charging infrastructure



Our insight

Energy Saving Trust's insight and analytics team brings together the latest information on energy costs, emissions and potential savings from research and field trials of products.

We use statistical modelling to generate a range of figures to cover the carbon and financial savings achievable from energy efficiency measures, switching to low carbon transport, using less water or installing renewable energy generation systems.

We use these calculations to inform the advice we give to businesses, governments and individuals on energy efficiency.



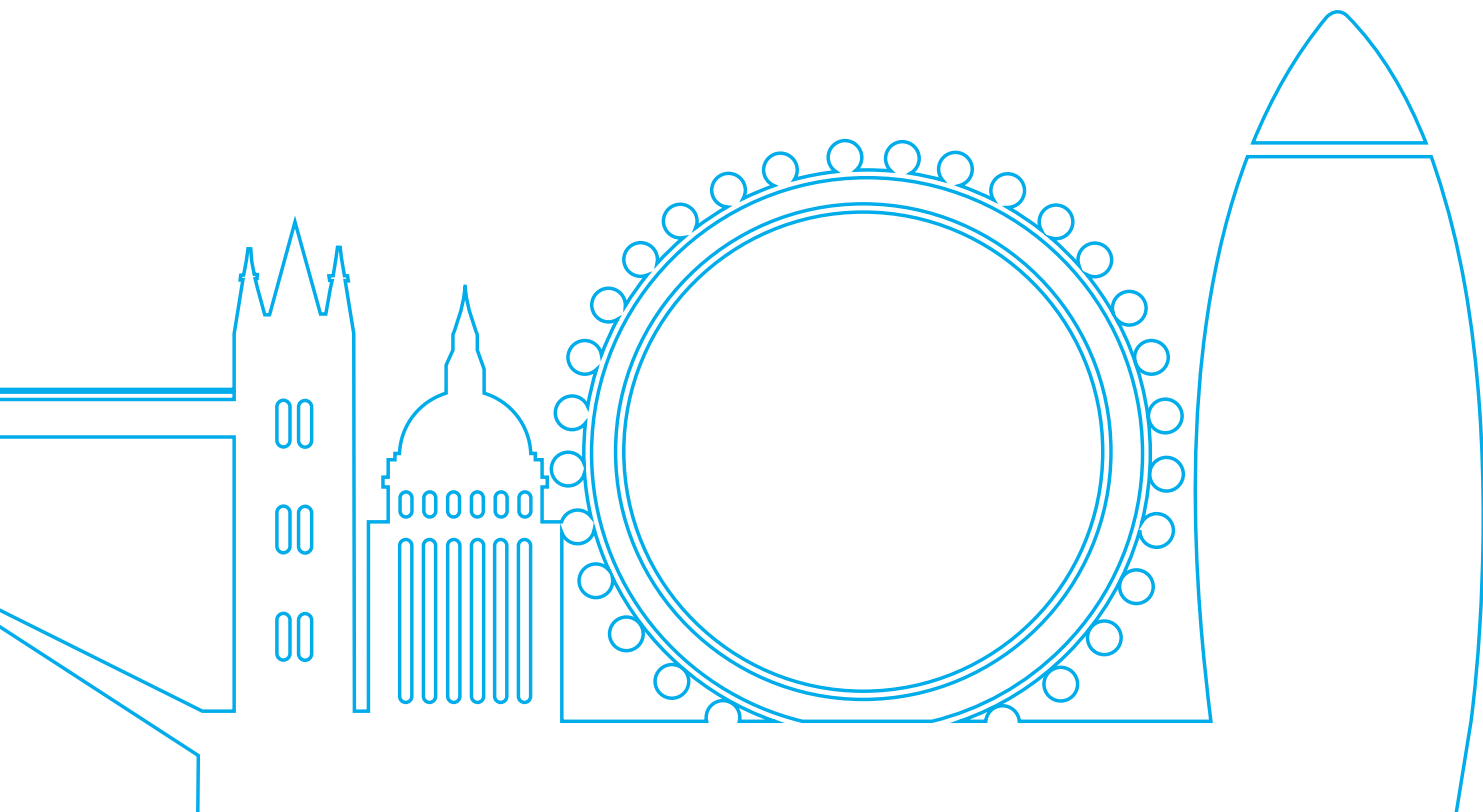
Policy work

Promoting ambitious policy making is an important part of Energy Saving Trust's mission.

We work to influence UK governments to develop a positive and effective policy framework for sustainable energy, including creating an achievable pathway to meeting zero carbon targets. This involves directly working with civil servants and collaborating with other stakeholder agencies.

City region administrations (such as the Greater London Authority) have growing power and local authorities also shape our operating environment. Encouraging lawmakers to introduce ambitious and effective policies for the energy transition in homes, communities and transport, benefits the wider community while opening up opportunities for our business.

Our policy work is informed by our contact with households, businesses and public administrations, as well as our UK and international insight.



Our services



Programme delivery

We deliver a range of programmes in partnership with governments, businesses and like-minded organisations across the UK, Europe and internationally.

Our programmes focus on the delivery of sustainable energy, sustainable transport solutions, home energy efficiency and alleviating fuel poverty.

We project manage large, multi-year programmes in collaboration with partner organisations. Our programme delivery is based on robust project management processes with SMART objectives, key targets, regular review and continuous improvement.

We are Financial Conduct Authority (FCA) accredited and our team designs and administers loan and grant schemes to promote the uptake of energy efficiency, renewable energy and energy advice for all four UK governments, Ofgem, Scottish Power Energy Networks and other private and public organisations. Schemes range from small individual grants for domestic installations to multi-million pound loans and grants for large district heating schemes or community energy systems.

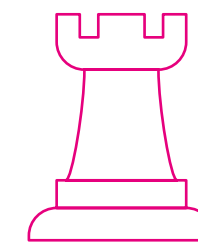
Each programme furthers our mission and is underpinned by our comprehensive advice services, data, research and understanding of the energy sector.



Business services

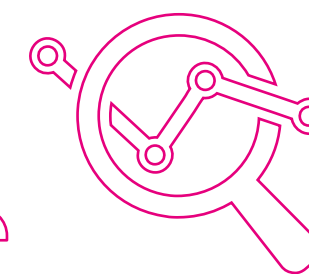
We're here to create success for clients who want to build a sustainable, energy efficient future.

We provide consultancy services to businesses and local authorities on sustainable energy, sustainable transport and energy modelling.



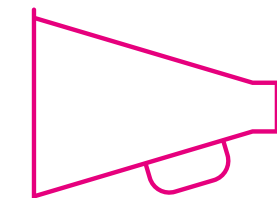
Strategy

We help you navigate complex communication, operational and technical challenges to achieve your aspirations and meet your customers' needs.



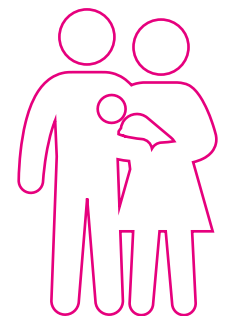
Research

Our research and innovation services include researching consumer attitudes to data analysis, plus modelling and evaluation related to energy efficiency for all homes across Great Britain.



Communications

We bring your energy and sustainability messages to life, giving them real meaning and impact.



Assurance

For over 25 years, we've been advising consumers about energy efficiency products and behaviour, providing real evidence to support the decisions they make.

Further information

If you would like any further information about Energy Saving Trust, our products or services, please contact: business@est.org.uk

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Be part of the positive change.

Access our leadership and expertise
in transport, renewables and home
energy efficiency.

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