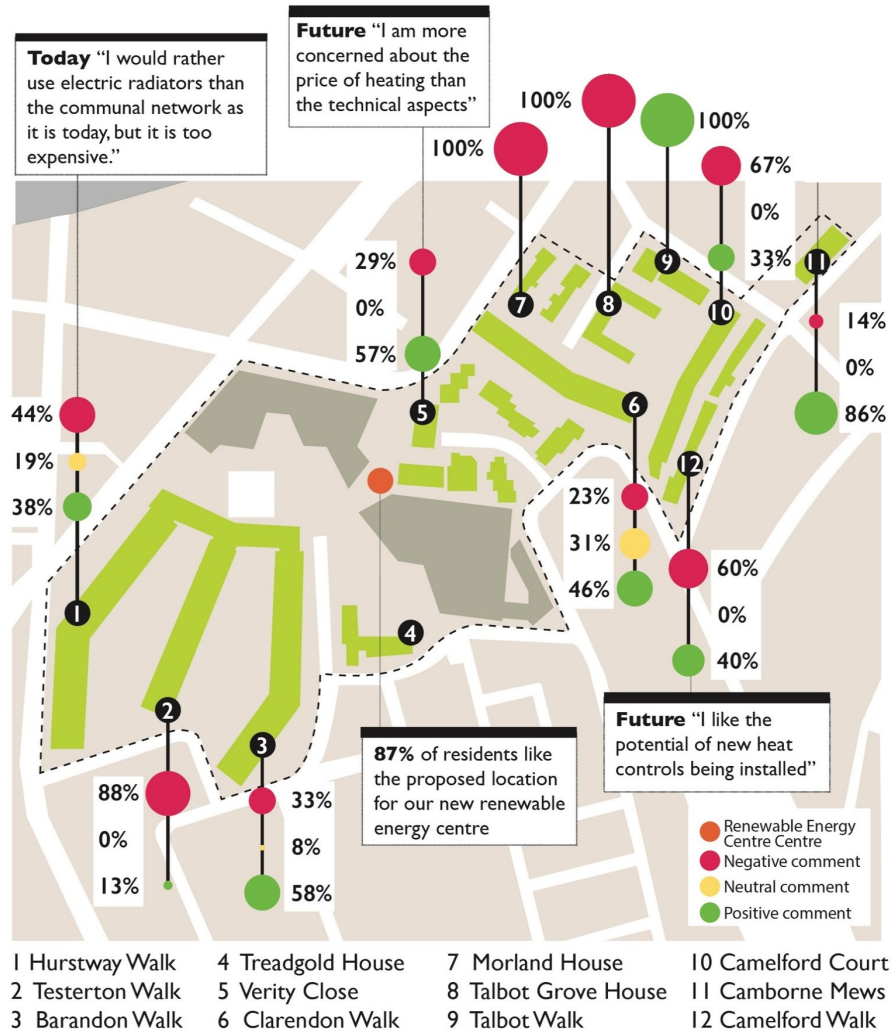


Finding an estate-wide heating and hot water solution



Benefits of an estate-wide solution

- Address all existing heating problems, replace temporary boiler and failing pipework to blocks
- Move away from gas, to become a carbon neutral estate
- Deliver safe, reliable heating suitable for energy efficient homes

The traffic light map (left) shows what residents think of their heating today. The full Resident Summary report is available online.

Heating and hot water

Future Heating Bills

All homes that connect to the heat network will pay for the heat they use. Individual bills will look similar to a standard gas bill.

What a heating bill will include

Usage Charge

price per kWh

Pay for heating you use

Tenants, leaseholders and freeholders pay in heat bill



Standing Charge

price per day

Pay for access to heating (covers fixed costs of maintaining pipes & energy centre, like the gas network)

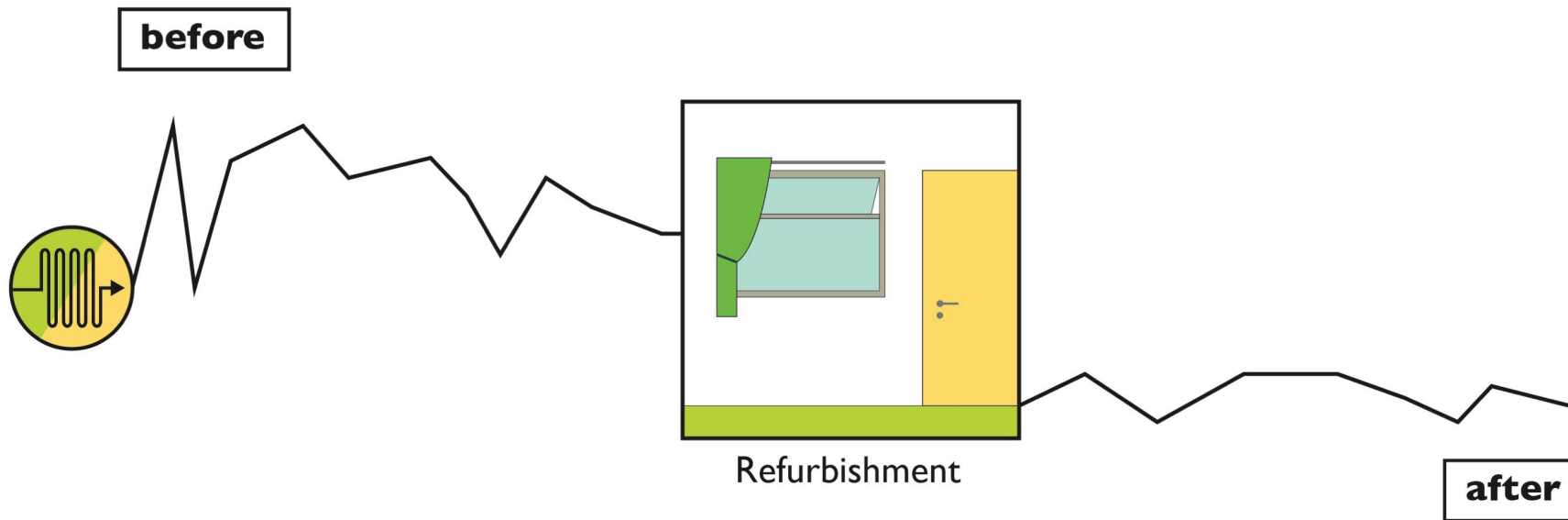
Tenants pay through rent
Leaseholders pay in heat bill

Homes at Lancaster West will see around a 25% reduction in heating needs after the Estate Refurbishment, saving energy, saving money

Price Promise 1:

Heat demand is reduced by around 25% (Usage Charge)

The refurbishment of LancWest is forecast to reduce the level of heat you need to keep your property warm by around 25%.

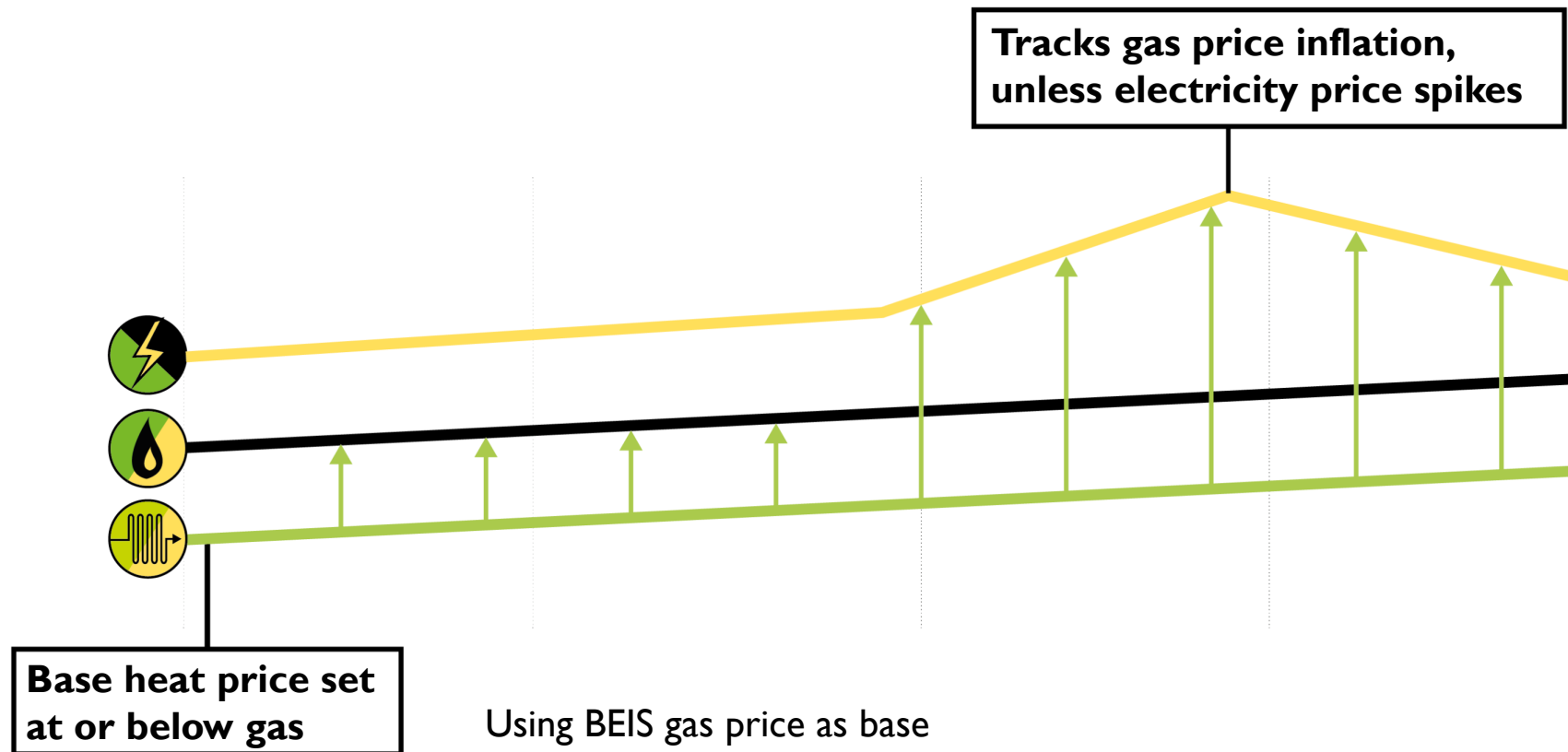


Price Promise 2:

Residents pay no more than gas until 2030

(Usage Charge)

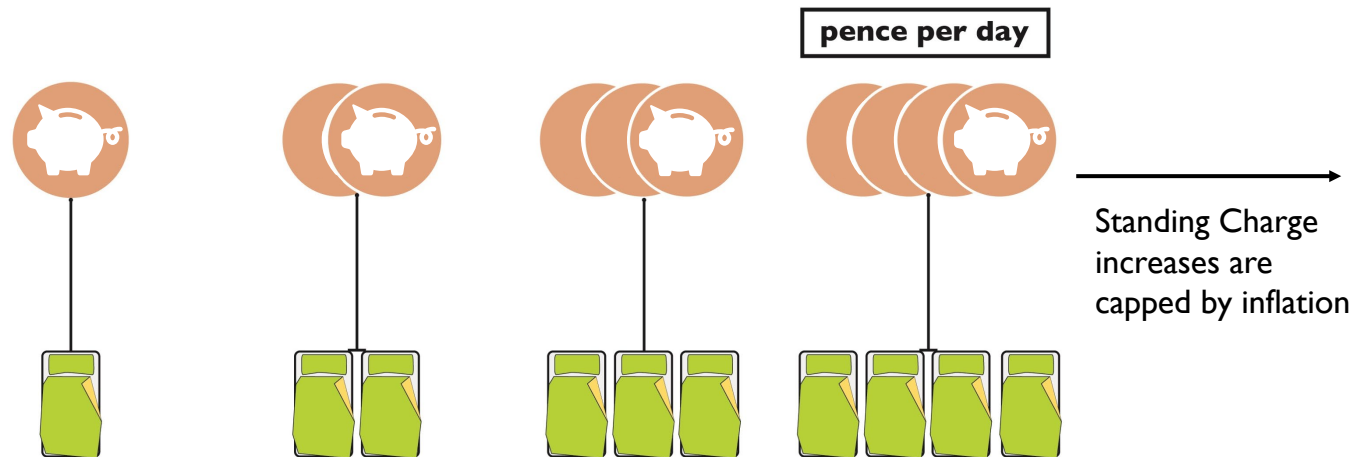
Up to 2030 you will pay the cheaper energy cost, either the cost of providing renewable heat or using gas.



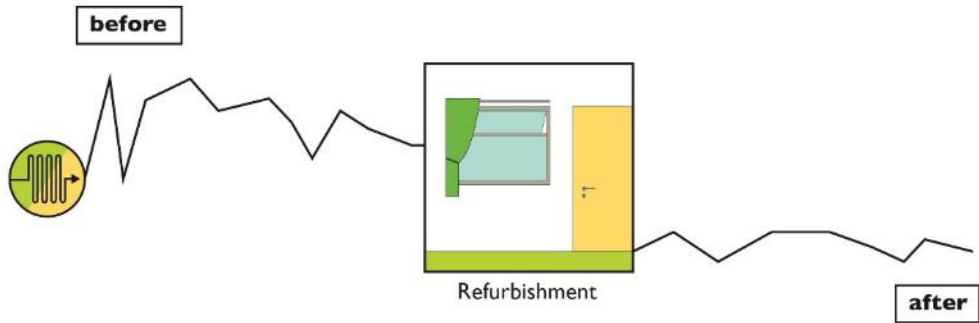
Price Promise 3

A fair standing charge based on property size (Standing Charge)

- ▶ The Standing Charge is only seen by leaseholders. Tenants' rent is set nationally, so it isn't linked to the local Standing Charge.
- ▶ Similar to today, charging increases with number of bedrooms.
- ▶ Small households aren't penalised with a high annual cost.
- ▶ Standing Charge is kept in line with inflation until 2030

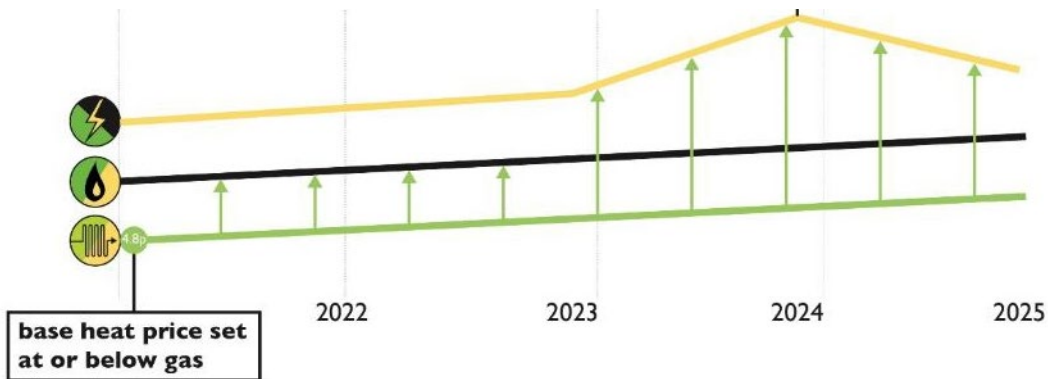


Resident Price Promise Summary



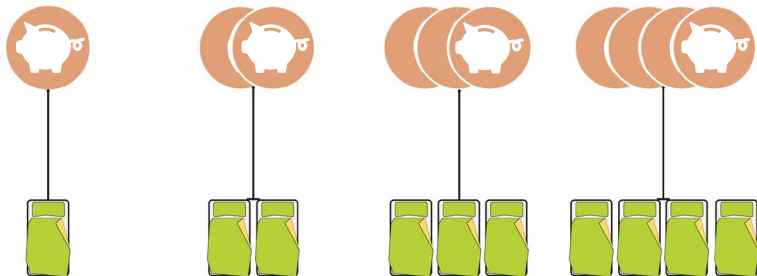
Price Promise 1

The Refurbishment Programme helps Lancaster West Residents reduce their heat usage by around 25%.



Price Promise 2

Up to 2030 you will pay the cheaper energy cost, either the cost of providing renewable heat or using gas.



Price Promise 3

A fair Standing Charge based on property size (no change to council tenant rent – charge included)