



elmhurst conference

— WALES —



Introduction

Andrew Parkin, Elmhurst Energy



General Information



- Refreshments provided in the Wallis Room.
- Lunch served at 12:00 in the Wallis Room.
- Toilets located on this floor – top of the stairs.
- Fire exit doors clearly marked – no alarm scheduled today.
- The presentation provided today will be sent to attendees via email after the conference, along with a copy of your CPD certificate.

Our Conference Sponsors



Ask your questions with Slido



slido

- Instructions available on your table
- Use your phone or laptop to submit questions that you would like to ask each Q&A panel
- Up vote/like questions – the most popular will be read to our panel

Agenda – Session 1



10:00 - 10:30	Registration
10:30 - 10:40	Conference Opening Andy Parkin (Elmhurst Energy)
10:40 - 11:00	EPC Update Andy Parkin (Elmhurst Energy)
11:00 - 11:20	Driving Energy Efficiency in the Non-Domestic Sector Paul Holden (Carbon Profile)
11:20 - 11:40	NetZero and Decarbonisation in the UK Emma Fletcher (Octopus Energy)
11:40 - 12:00	Session 1 Q&A All Session 1 Speakers

Scan the QR
code on
your table
to view the
full agenda

Agenda – Session 2



12:00 - 12:55

12:55 - 13:15

13:15 - 13:35

13:35 - 13:55

13:55 - 14:15

Lunch

Part L Wales Review - New Homes

Paul Keepins (Welsh Government)

FHS from the Elmhurst Perspective

Jason Hewins (Elmhurst Energy)

The importance of Airtightness Testing in Homes

Guy Fowler & Michael Huth (Elmhurst Energy & BTS)

Session 2 Q&A

All Session 2 Speakers

**Scan the QR
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full agenda**

Agenda – Session 3



14:15 - 14:35

14:35 - 14:55

14:55 - 15:15

15:15 - 15:35

15:35 - 15:50

15:50 - 16:00

Afternoon Break

Heat Loss Testing methods for DEA's and EPC's
Mark Collet (Leeds Beckett University)

Heat Loss Assessor
Chris Ricketts (Elmhurst Energy)

Energy Assessor in the Public Eye
Liz Male

Session 3 Q&A
All Session 3 Speakers

Conference Close
Andy Parkin (Elmhurst Energy)

**Scan the QR
code on
your table
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full agenda**

EPC Update

Andrew Parkin, Elmhurst Energy



EPC Reform – the importance

The Future of Energy Assessment

- EPCs have a purpose
- That purpose has changed over time
- They are central to government policy:
 - Fuel Poverty
 - Net zero
 - Decent homes
 - Health in buildings, etc
- It will change further in future – they need to change*
- Any change will impact other key regulation
 - Retrofit
 - ECO and the future of ECO
 - Warm Home Plan
 - Decent Homes
 - MEES



The Value of EPCs



Home buyers / renters

- Clear, trusted source of information on the energy performance of a building
- Available at the point of making a purchasing decision.
- EPCs are a key metric in monitoring housing supply



Building owners

- Independent, tailored recommendations on the refurbishment actions owners can take to deliver energy efficiency improvements and bill savings



Business and growth

- Reliable overview of the energy performance of buildings in the UK, giving confidence to businesses to develop suitable products, e.g. energy efficiency technology, green mortgages, low carbon heating, etc. The regime supports investment in skills in the low carbon sector



Government policy

- EPCs underpin many government policies around fuel poverty, warmer homes and net zero. They are incorporated into minimum standard requirements, eligibility criteria for funding and target setting. The comprehensive data is an invaluable resource for evidence led decision making

EPC Metrics

Current headline metric

- EPCs currently use Energy Efficiency Rating (EER) as the headline metric.
- It nominally relates to the **cost of the energy** required under 'typical use' of a property.
- The value of the EER determines the alphabetical EPC rating.

Other metrics on current EPC

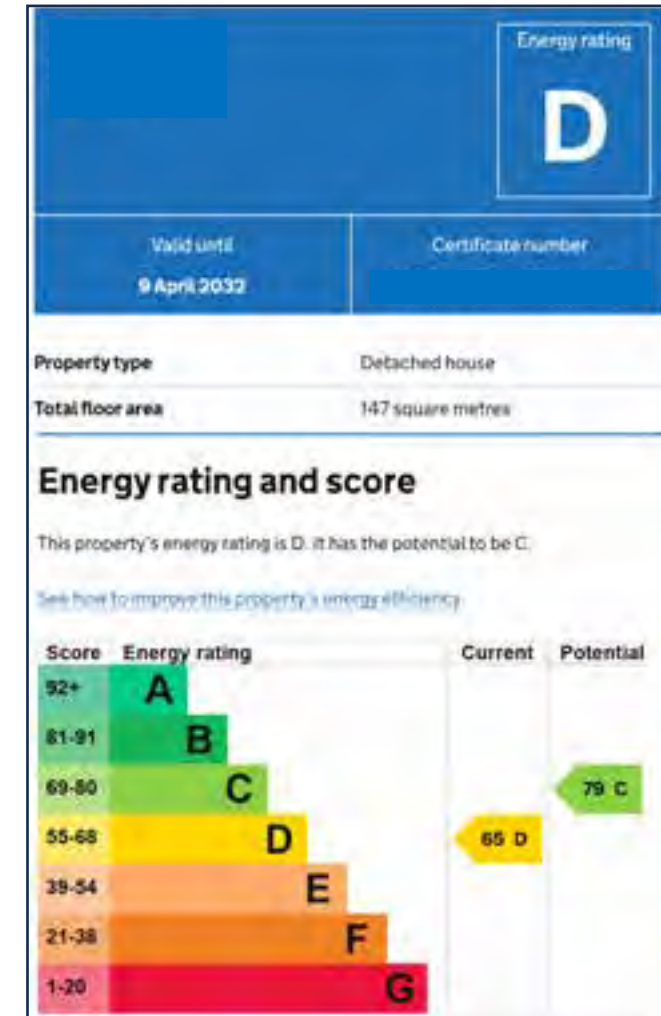
- Carbon Emissions (Environmental Impact Rating) still exists on the EPC
- A current and potential A-G rating and CO₂ tonnage
- Primary energy use (in kWh/m²)
- Estimated heat and hot water energy (in kWh/m²)
- Estimated Costs for heating, hot water and lighting + savings possible
- The calculation behind the EPC has even more.....



EPC Metrics

Perceived issues with the current metrics

- The EER is a measure of energy costs per square metre per year (it is not a direct measure of energy efficiency).
- The Bands A-G aren't **equally sized** and difficult to interpret.
- EPC ratings do not correlate **to measurable units of energy cost or emissions**
- The metric can be **out of date** very quickly if energy prices are volatile (as seen in recent years)
- The other metrics are not as visible and not ideal for future uses
- We have an opportunity to review the metrics with future uses, regulation and the consumer in mind



Future Metrics

What should EPC metrics do?

1. Provide clear, meaningful information
2. Align with future uses
3. Support a range of consumer decisions (buying, renting, retrofit)
4. Inform actions to reduce energy, costs and carbon
5. Track changes in building performance

What metrics can support this?

- **Energy costs** (£)
- **Carbon** (tonnes of CO₂)
- **Energy use** (kWh)
- **Building fabric heat loss** “comfort”
- **Low carbon heating score** (ranked by highest to lowest emissions)
- **Smart readiness indicator** (showing how able the property is to benefit from smart electricity tariffs, e.g. does it have solar PV, electric vehicle charging, battery storage, etc.)

Other areas in Consultation

Changes to when EPCs are required

- Changing the validity period of EPCs from 10 years could provide more up to date information to potential buyers and renters.
- Certain types of property transactions are excluded from requiring an EPC, but including them could lead to more energy efficiency improvements.

Access to EPC data

- The EPC database is one of the most comprehensive dataset on the country's buildings and has value to a range of stakeholders. Updating the rules around how EPC data is accessed can support more people to make decisions around improving energy performance.

Improving EPC assessment quality

- There are options available to reform requirements of EPC energy assessor training with broader focus, which in turn could lead to higher quality, more accurate ratings.
- The arrangements for enforcement of EPC and penalties for non-compliance could be updated

Improvements to DEC and ACIRs

- DEC and ACIRs have historically had lower compliance rates than EPCs and there are changes around how they are implemented and enforced that could improve their value to organisations and help them to reduce their energy costs.

Next Steps – our timeline understanding



- The EPC Reform Consultation closed on 26th February 2025
- The government has confirmed they have received c1,500 responses
- All responses are under review, and we are expecting the government response in the Autumn – in line with the Warm Homes Plan
- We expect new EPCs to be in place by October 2026
- In time for the Future Homes Standard, the Home Energy Model and Minimum Energy Standards

Consultations

Plenty to understand; some to respond to

Open Consultations

1. Welsh building regulations (Parts L, F and O)



Closed and awaiting response

1. PRS MEES – domestic and non-domestic



2. SRS MEES – domestic



3. Decent Homes – SRS and PRS



4. ECO 4 Extension



Next Steps – our timeline understanding



SAP 10.3 release – October 2025
Future Homes Standard launched

Decent Homes Standard is confirmed

New Homes begin to be built to Future
Homes Standard

New Buildings begin to be built to Future
Buildings Standard

MEES for Non-Residential Buildings by
2031?

2025

- Government responds to the consultation on [‘Reforms to the Energy Performance of Buildings Regime’](#).
- Government consults on a proposed Home Energy Model (HEM) methodology for producing new EPC metrics.
- Government responds to the consultation on ‘Improving the energy performance of privately rented homes in England and Wales’.

2026

- The final HEM methodology for producing new EPC metrics is published.
- Final preparation to introduce new EPCs, including the delivery of EPC software and the training of energy assessors, takes place.
- New EPCs, displaying new metrics, become available for landlords to commission (and EPCs in their existing format displaying the EER are no longer available).
- Government confirms the explicit standards set against new metrics that privately rented homes are required to meet and lays secondary legislation to raise MEES in the sector.
- Government updates guidance for landlords on complying with the higher standard.

2028

- New tenancies in the domestic PRS are required to meet the higher standard.

2030

- All tenancies in the domestic PRS are required to meet the higher standard.

Thank You

Andrew Parkin, Elmhurst Energy



Driving Energy Efficiency in the Non-Domestic Sector

Paul Holden, Carbon Profile



Commercial EPC's

- Commercial market place
- A couple of examples of key projects completed
- Who do we see responding to commercial EPCs and how



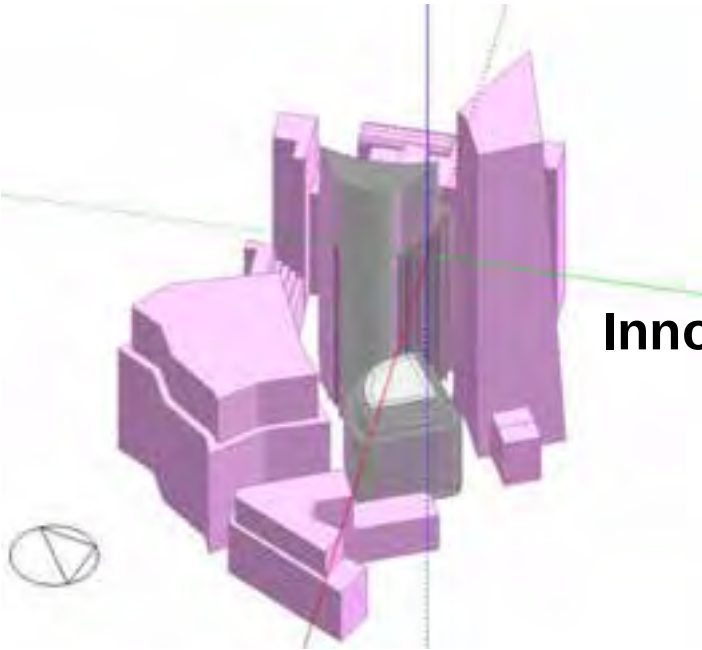
The challenge of the naysayer

- The M&E is still full of 'old school' mindset, ASHP's are not a solution, boilers are better...! Clinging to what they know – change is scary
- There isn't enough power to electrify buildings so it will never work
- The law is never going to come in
- The grid will never be decarbonised....! Knowing the stats can push this along average 25% wind power in last 12 months, often over 30%

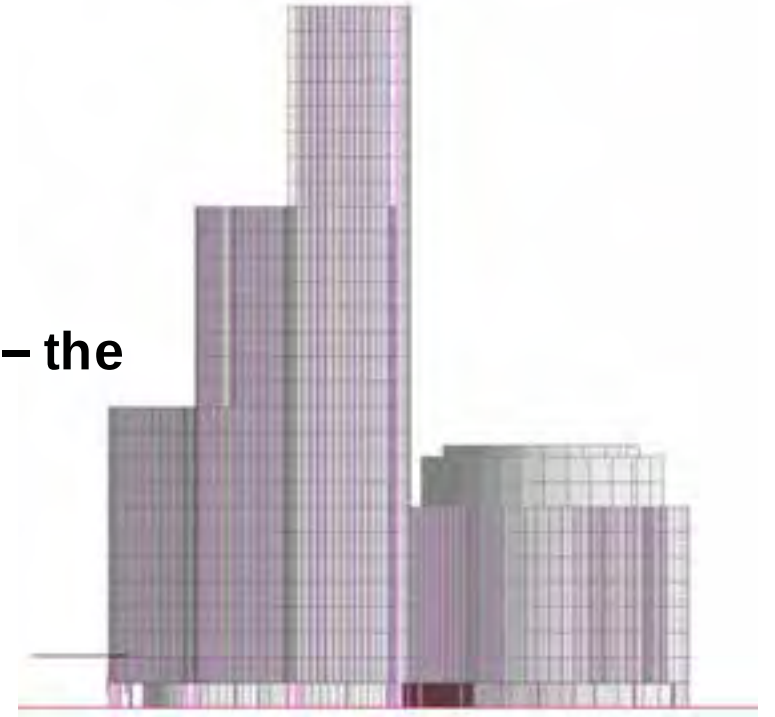


There is a lot of hand holding is required

Thinking outside the box



Innovative approach to assessing – the double basement



The commercial world often needs a bit of creativity to find the best solution

Main Responders

- Pension funds
- National retailers
- Property management companies
- Commercial agents
- Sales and acquisitions
- Local Authorities



NetZero and Decarbonisation in the UK

Emma Fletcher, Octopus Energy 🐙



UK Energy in Brief - an Importing Story

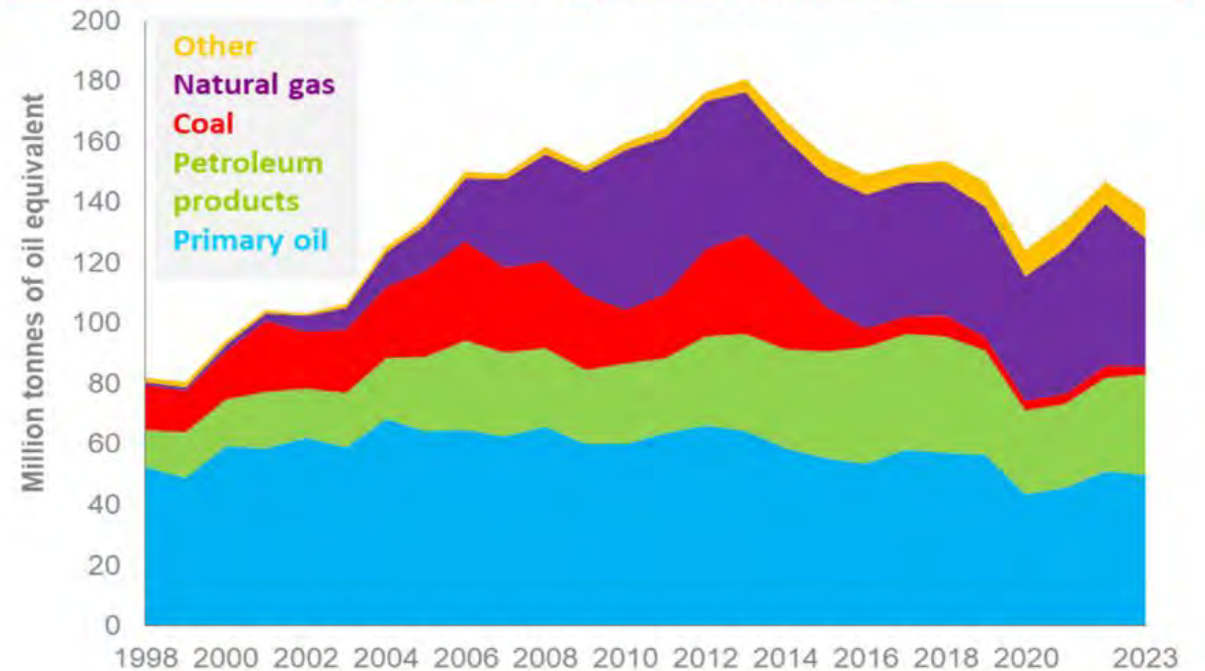
OVERALL ENERGY

Import dependency, 1970 to 2023



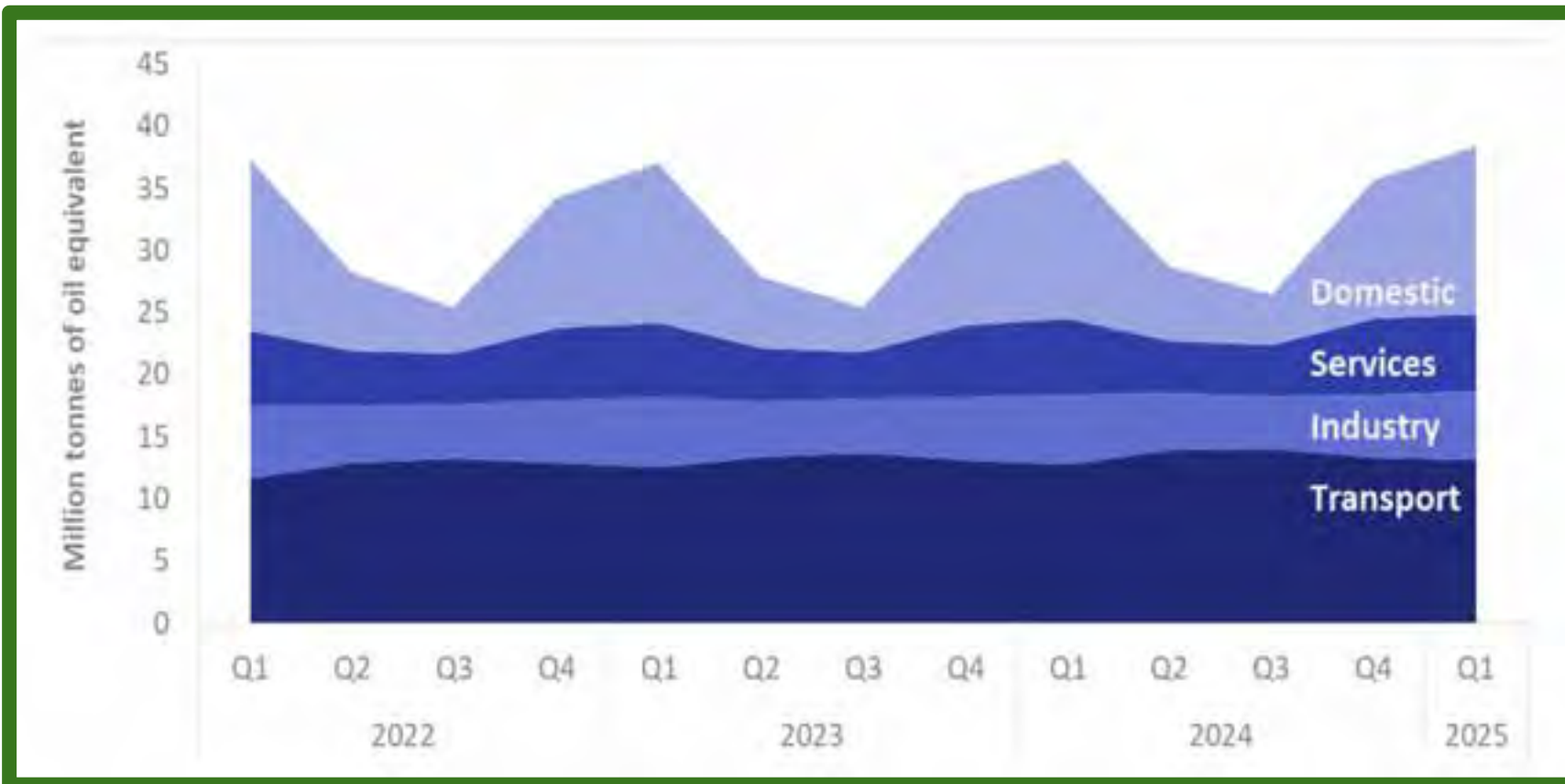
OVERALL ENERGY

Key sources of imports, 1998 to 2023



DESNZ June 2025

Energy Trends - Energy consumption by user



Q1 2025 total final energy consumption 3.1% higher than Q1 2024.

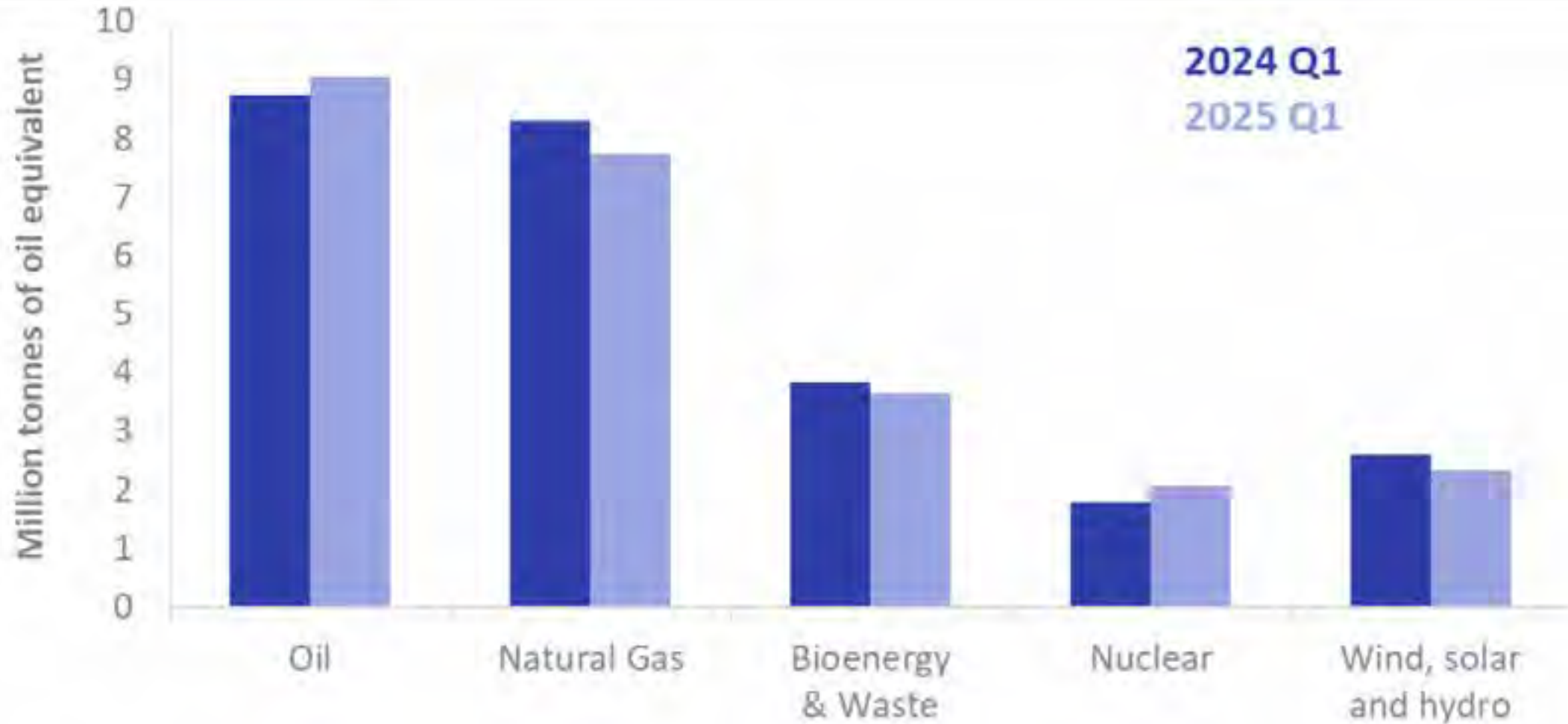
Domestic consumption rose by 6.2%

Industrial consumption fell by 3.1 per cent

Transport consumption rose by 2.9%

DESNZ June 2025

Energy Trends - UK Energy Production



National Infrastructure and Service Transformation Authority



- **Single, joined-up body for infrastructure strategy and delivery oversight**
- 10-Year Infrastructure Strategy
 - long-term priorities and funding certainty
 - ~£725bn to 2035
 - Publishes the Infrastructure Pipeline dashboard of upcoming projects across energy, transport, water, and digital
- Supports net zero, energy security and economic growth through integrated planning
- Provides long-term certainty, align regulation with decarbonisation goals, and strengthen collaboration



Energy

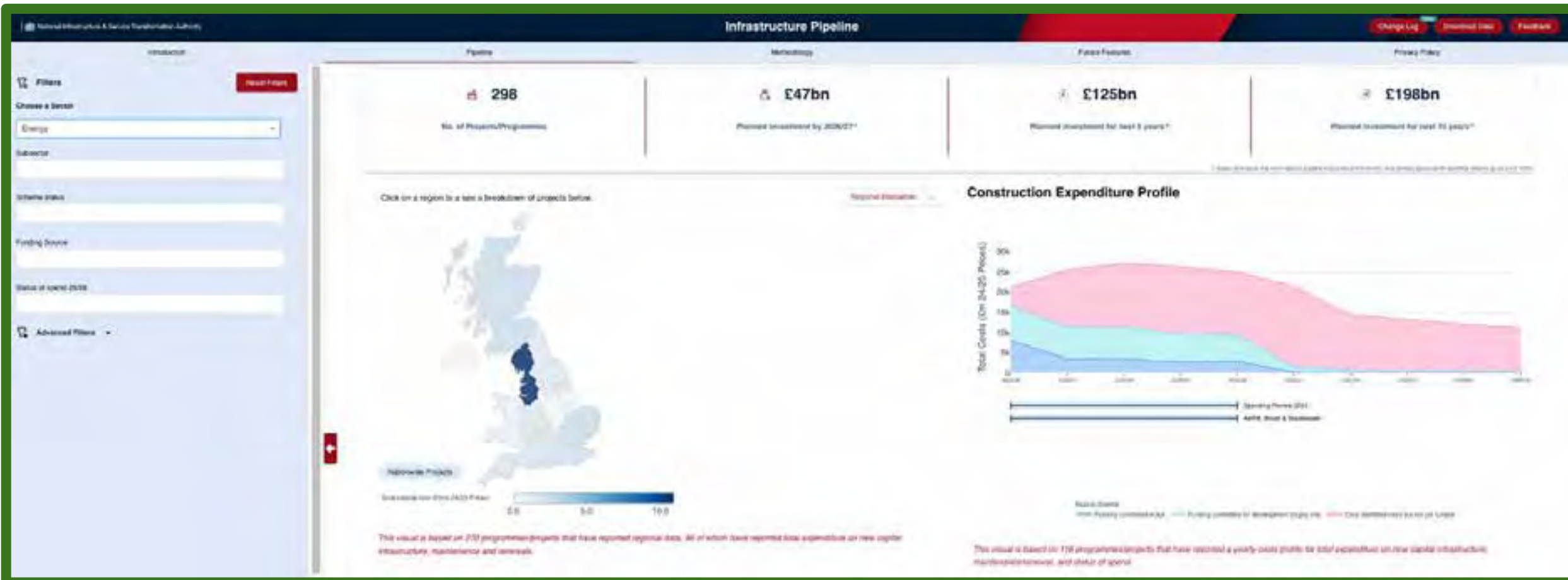
£ 47bn Planned Investment by 2026/27

£ 125bn Planned Investment for next 5 years

£ 198bn Planned Investment for next 10 years

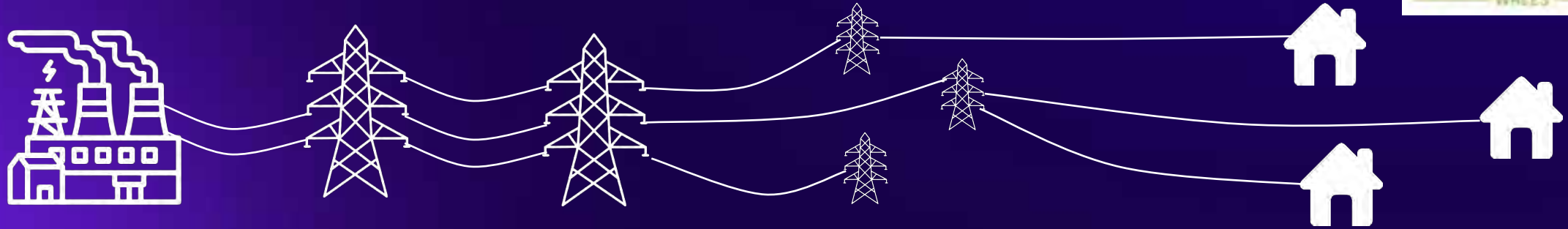


National Infrastructure
& Service Transformation
Authority



The energy landscape is shifting – from static to decentralised

Before

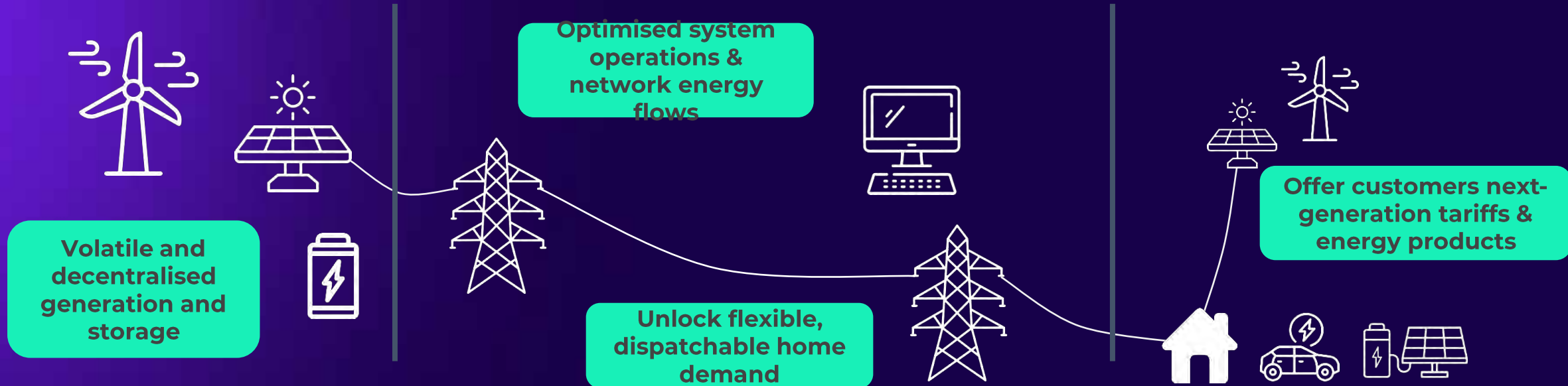


Dispatchable fossil
fuel generation

Linear transmission and distribution

Static consumption
by the end consumer

Now



Volatile and
decentralised
generation and
storage

Optimised system
operations &
network energy
flows

Unlock flexible,
dispatchable home
demand

Offer customers next-
generation tariffs &
energy products

200 million new devices by 2030

2023-30
device
growth



2x

9x

5x

2x

8x

5x

3x

2x



8x

5x

6x

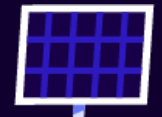
5x

7x

4x

8x

9x



2x

3x

2x

2x

2x

4x

2x

2x

2023

2030

2023

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2023

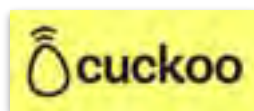
2030

All on the back of KRAKEN



INDUSTRY NEWS

Kraken Technologies expands into water and broadband



70 Million +
customer accounts

27+ Countries
are home to Kraken

300K+
connected devices

50GW+
contracted power


TOKYO GAS


edf

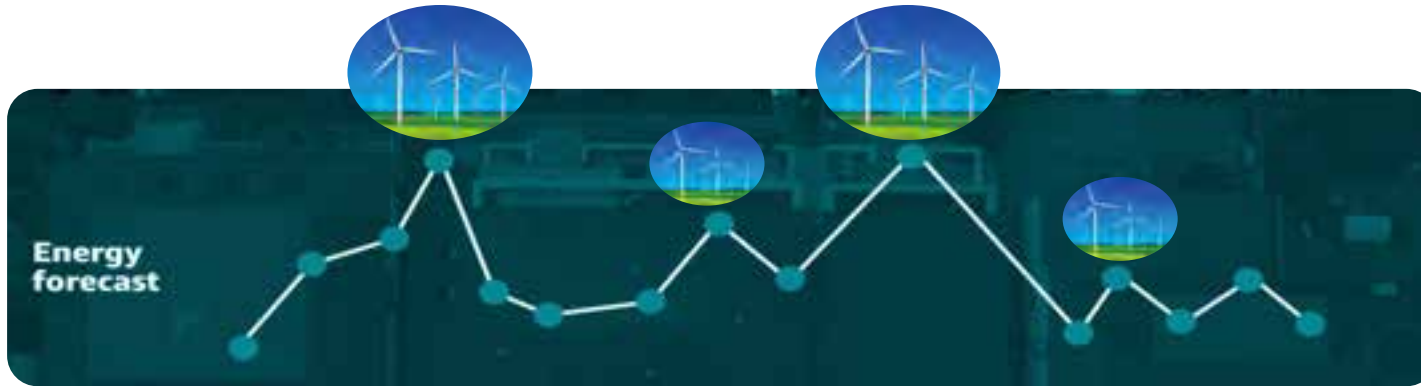

octopusenergy


origin

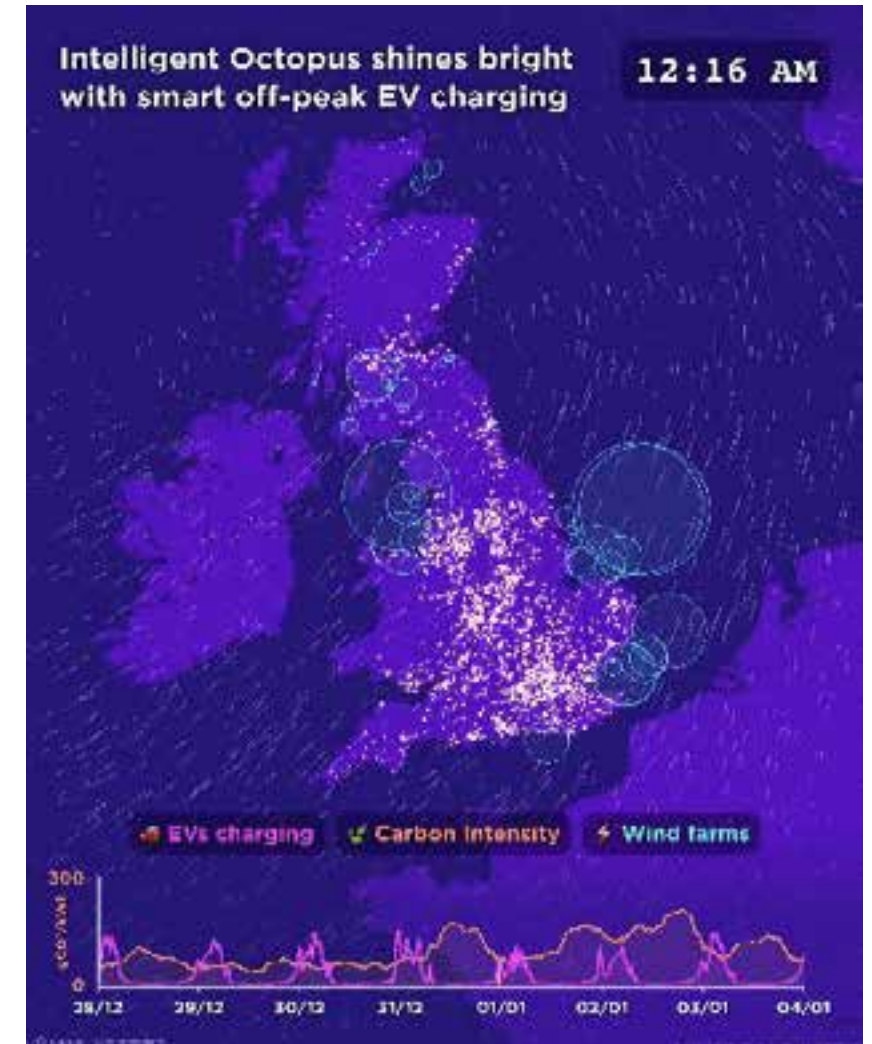
e-on

 **KRAKEN**TECH

Our next generation of EV tariffs - **Intelligent Octopus** smart charges your EV when the grid is the greenest



- **6 hours** of smart charging every night at a **super low rate** (11:30pm to 5:30am @ 7p per kWh)
- Charging of your EV takes place when the price of **energy is the cheapest**
- Customer via the **Octopus Energy App** can set their charging preferences or bump charge at any time



But what if it were possible to decarbonise our homes and not have an energy bill at all....?



ZERO BILLS

Now 10 YEARS guaranteed!

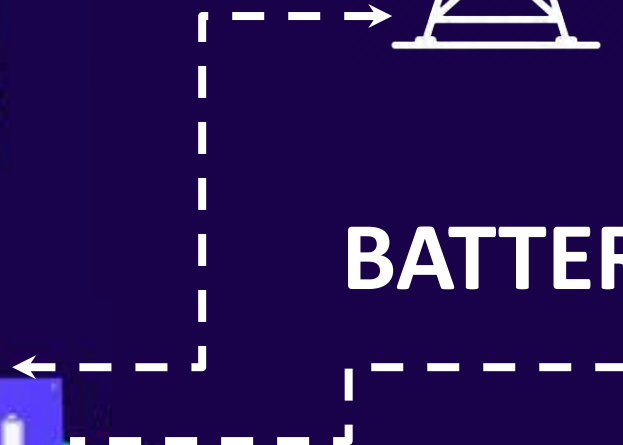
SOLAR
PANELS



HEAT PUMP



BATTERY



KRAKEN
FLEX

Zero Bills homes come in all shapes and sizes



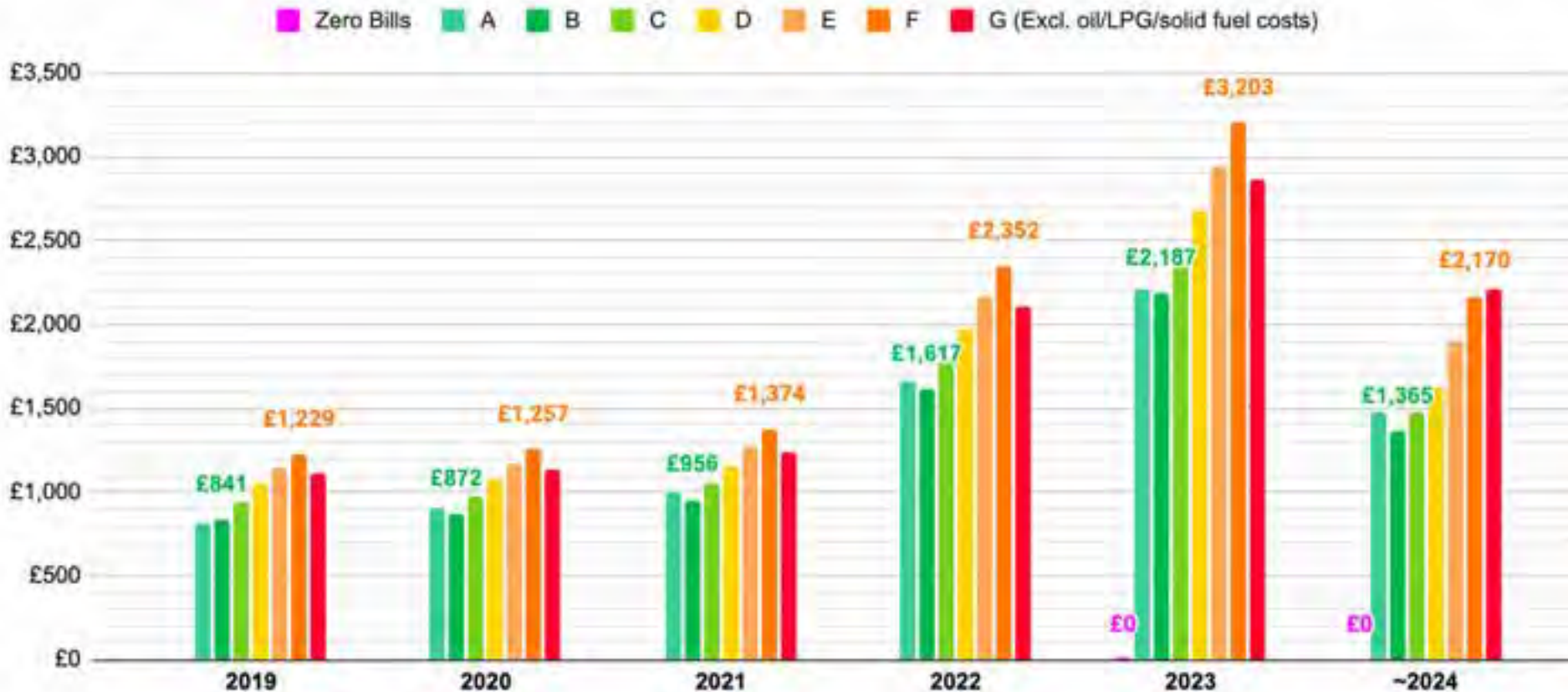
Unlocking volume with the UK's biggest housebuilders

Launch of the UK's biggest Zero Bills development - Newport, Essex



EPC A/B homes have lower bills – but potential to go further

Octopus Energy mean dual fuel customer energy bill, by EPC rating, over the past 6 years



Spotlight: UK Single Family Housing 2025

31 MARCH 2025

What are the options?

The **Future Homes Standard** (FHS), set to be implemented in 2025, will form part of UK Building Regulations and will be the new minimum compliance standard for new homes.

In practice, the FHS will mean improved building fabric performance and low-carbon, fossil fuel free heating systems. It aims to future-proof homes so they will not require any energy related retrofit as the national grid decarbonises. This is part of the broader effort to meet the UK's net-zero carbon targets by 2050. Exact details are still to be confirmed, but housebuilders should expect to have to include more insulation in the building fabric, heat pumps for heating and hot water and potentially rooftop solar panels.

Whilst this is likely to mean higher build costs over the current regulatory minimum standard, the scale of technology adoption should reduce costs over time, particularly for the heat pump market.

The **Octopus Zero Bills** model offers new homes equipped with solar panels, domestic scale batteries, and heat pumps, guaranteeing zero energy bills for at least five years. This innovative tariff leverages green technology to eliminate energy costs, making sustainable living more affordable.

Octopus Energy aims to collaborate with developers to build 100,000 Zero Bills homes by 2030. Estimated additional costs are between £10,000 - £20,000 per unit to fund the heat pump, batteries and PV panels.

The **Passivhaus** standard is a rigorous, voluntary standard for environmental quality in buildings, providing assurance of health and wellbeing whilst reducing energy consumption. It results in high levels of internal comfort and constant fresh air, delivered using very little energy and therefore lower bills.

Key features include high levels of insulation, airtight construction, and mechanical ventilation with heat recovery. Although some housebuilders state a 10-15% cost premium to build to Passivhaus standards, this is usually pricing in inexperience and risk, rather than additional materials and time on site.

For developers who are used to building to Passivhaus standards, the premiums are more predictable and much lower, usually around the 5% mark and sometimes less than £10,000 per unit.



The image shows the cover of a report titled "Spotlight: UK Single Family Housing 2025" by Savills Research. The background is a photograph of a modern, two-story white house with a dark roof and a person walking on the path. The report title is in large white letters. Below the title, it says "A RECORD YEAR, WITH £2.5BN INVESTED". At the bottom right, the Savills logo is visible in red on a yellow background. The Savills Research logo is in the top right corner.

SPOTLIGHT
Savills Research

UK Single Family Housing

**A RECORD YEAR, WITH
£2.5BN INVESTED**

OPERATIONAL CAPITAL MARKETS

Website Social

savills

ZERO BILLS

UPGRADE TRIALS

5 Years Zero Bills



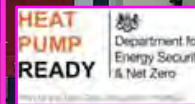
130 years old!



2 weeks old!



70 years old!





Our first Zero Bills Home Retrofit Project



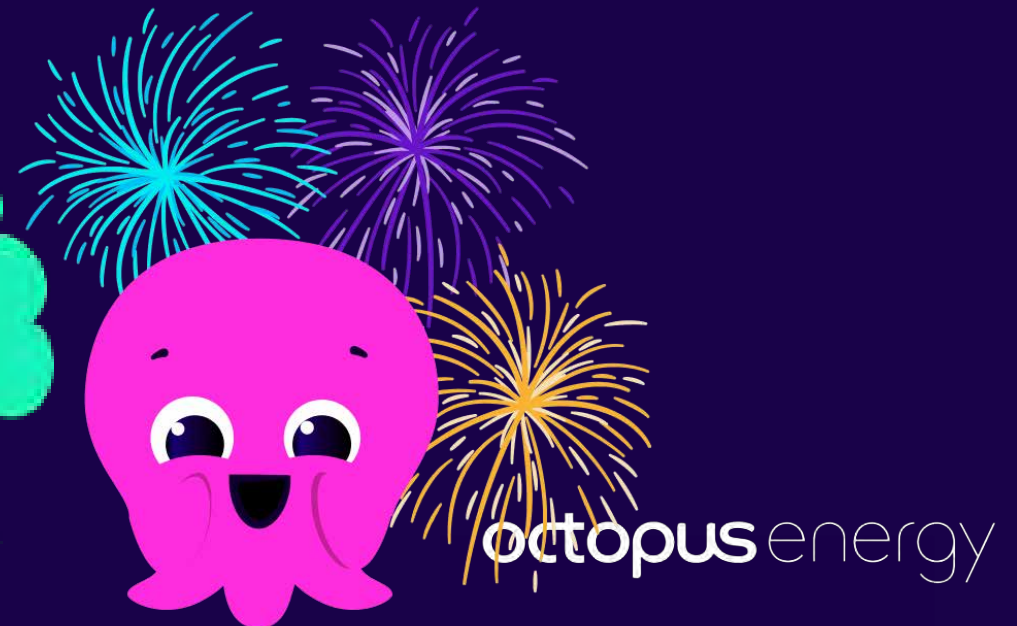


- ❖ Kent: Snodlands, North of Maidstone
- ❖ 10 x Post War / 1950's
- ❖ (£) Clarion + part Govt Heat Pump Readiness
- ❖ Zero Bills for 5 years
- ❖ Daikin Heat Pumps
- ❖ On Roof Solar (120%)

1. Landlord installs battery and solar



2. Tenant becomes an Octopus customer on **Tenant Power** tariff



3. Tenant lives happily in the home with % discount on all monthly electricity bills



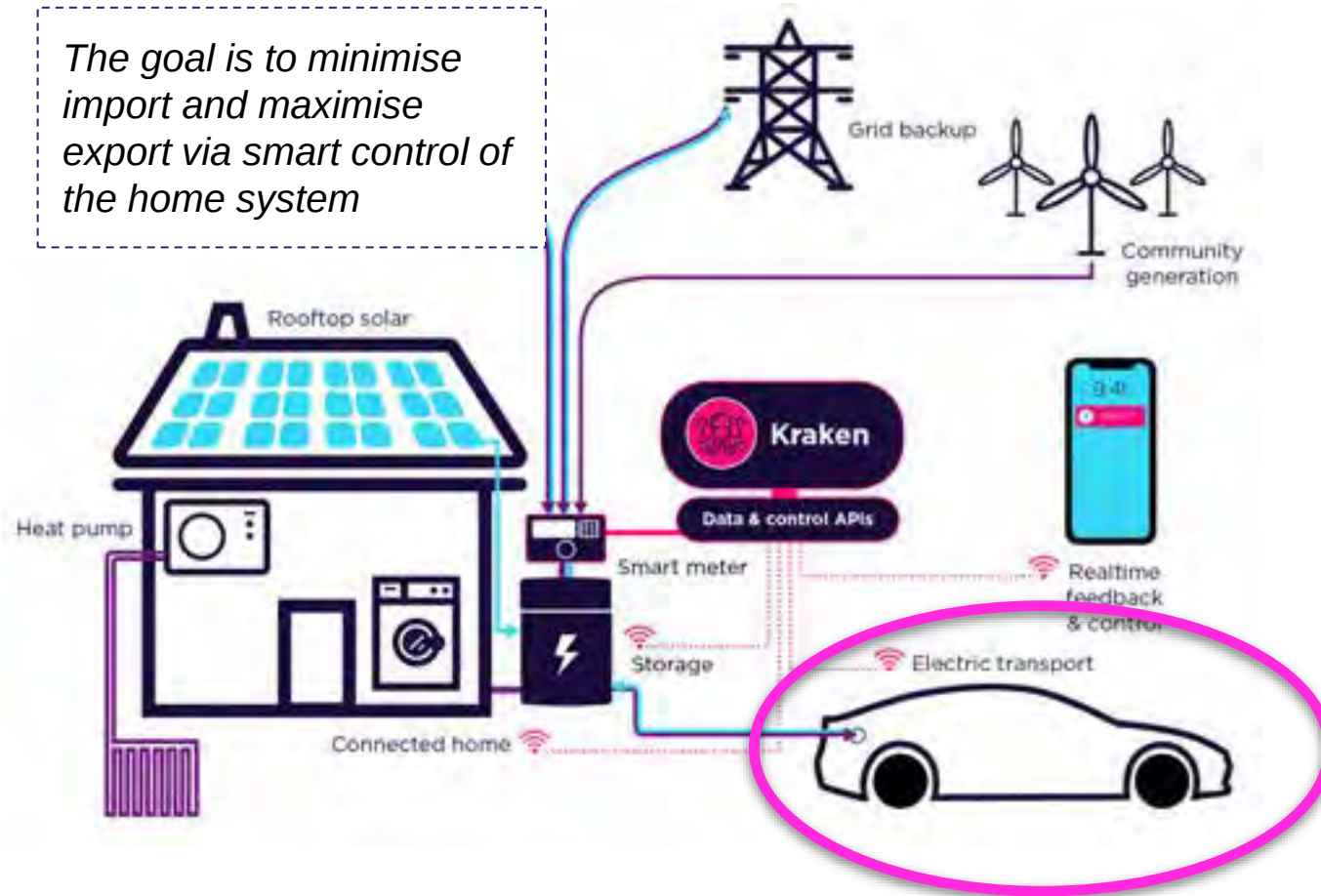
4. Landlord receives an export payment from the solar AND flexibility payment from the battery to be paid as agreed - monthly, annually etc

octopusenergy

Could adding the car to the home unlock Zero Bills in retrofit?

The goal is to minimise import and maximise export via smart control of the home system

Combine **Air Source Heat Pump (ASHP), Solar PV, Smart Meter, domestic battery and domestic electric car** to eradicate energy bills





Power pack is currently compatible with:

Nissan Leaf

Nissan e-NV200

Mitsubishi Outlander PHEV

And we're working hard on more integrations!

Octopus Power Pack: the UK's first Vehicle-to-Grid tariff

Get free EV charging with our groundbreaking vehicle-to-grid (V2G) tariff

Add Octopus Power Pack to your regular tariff. We'll set up your V2G charger to automatically manage your charging and discharging in the greenest way possible, so you can fill up for free.

A typical V2G driver could **save £880 per year compared to Flexible Octopus**, and **£180 compared to Intelligent Octopus Go**.

What is the Power Pack Bundle?

Octopus, BYD, and Zaptec have teamed up to help drivers unlock the full potential of V2G technology, launching later this year. For those who believe in the power of clean energy, and want to be part of the energy transition from day one.

We're calling it the Power Pack Bundle. One monthly payment gets you:

- A BYD Dolphin on lease, enabled with Vehicle-to-Grid technology
- A Zaptec Pro charger
- Guaranteed free home charging for your entire lease

You can save up to **£620 a year** compared with charging at home on a standard variable home energy tariff. See [eligibility criteria](#) and [full charging T&Cs here](#).



Vehicle-to-Grid enabled car

Lease a BYD Dolphin, with upgraded tech that's ready to export energy back to the grid.



Free charging for your entire lease

Up to 12K miles/year on Octopus Energy's Power Pack tariff, matched to your lease mileage



Home charger installed by Octopus

Innovative V2G enabled Zaptec Pro with a standard installation by expert engineers.



Servicing, maintenance and repairs

We'll keep your car in top condition. Service, maintenance and repairs are included.

Special Tariff for Small - Medium Sized Business

SHAPE SHIFTERS

Time-of-use tariff that rewards you for shifting energy usage away from peak times. It makes your energy cheaper when national demand is lower - giving you 21 hours of lower prices every day.

That means you can unlock savings by moving some of your usage into these off-peak periods.

Special Product for Large Sized Business

Links your business to specific renewable energy generators, chosen by you.

When you use the energy your chosen generators produce, you'll pay a lower price.

It's cheaper, greener and flows directly from the renewable generator to your business.



OR

Distribute your excess generation so that your other sites can consume it.

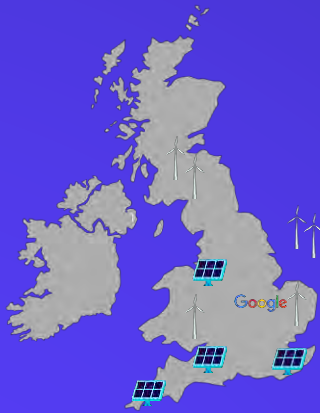
Maximise use of the renewable electricity you create and minimise your energy costs.

Make the greener, more sustainable choice - and lower your bills by up to 25%.

Octopus' Electric Match - 24/7 for corporates



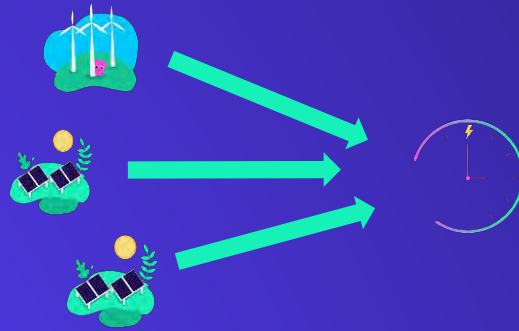
Allocate



We'll supply customers with PPA backed CFE assets.

We'll allocate a portion of their output to customers to achieve agreed % CFE position.

Match



Your energy will be matched by time, location and to your chosen CFE assets.

Report



We'll provide a bespoke portal for data visualisation and auditable CFE reporting.

We've been supplying businesses internationally across a range of industries on Electric Match since 2023

Our partners can see their real time, time-matched performance in the Electric Match platform



Data visualization

Live and historical contracted CFE position

48 hour ahead forecast generation and consumption data

Site, regional and international breakdowns available

Data download

Hourly REGO management and reporting

Self-serve and API data access to hourly production and consumption data from the Revenue and Check Meters

Carbon reporting and REGO tracking

In-house tech-first reporting for customer hourly matching needs

70% of people support onshore wind in the UK

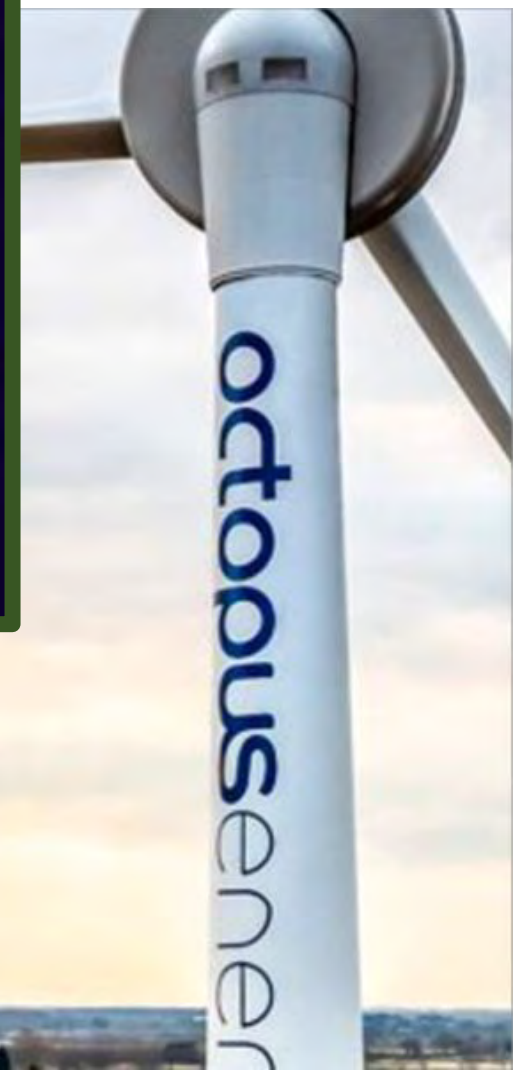
([BEIS Public Attitudes Tracker - Wave 37, 13.05.2021](#))

33% of people have a more positive opinion of onshore wind than they did five years ago

([YouGov 12.05.21](#))

This is stronger amongst Conservative voters, 36% of which feel more positive about wind vs 5 yrs ago

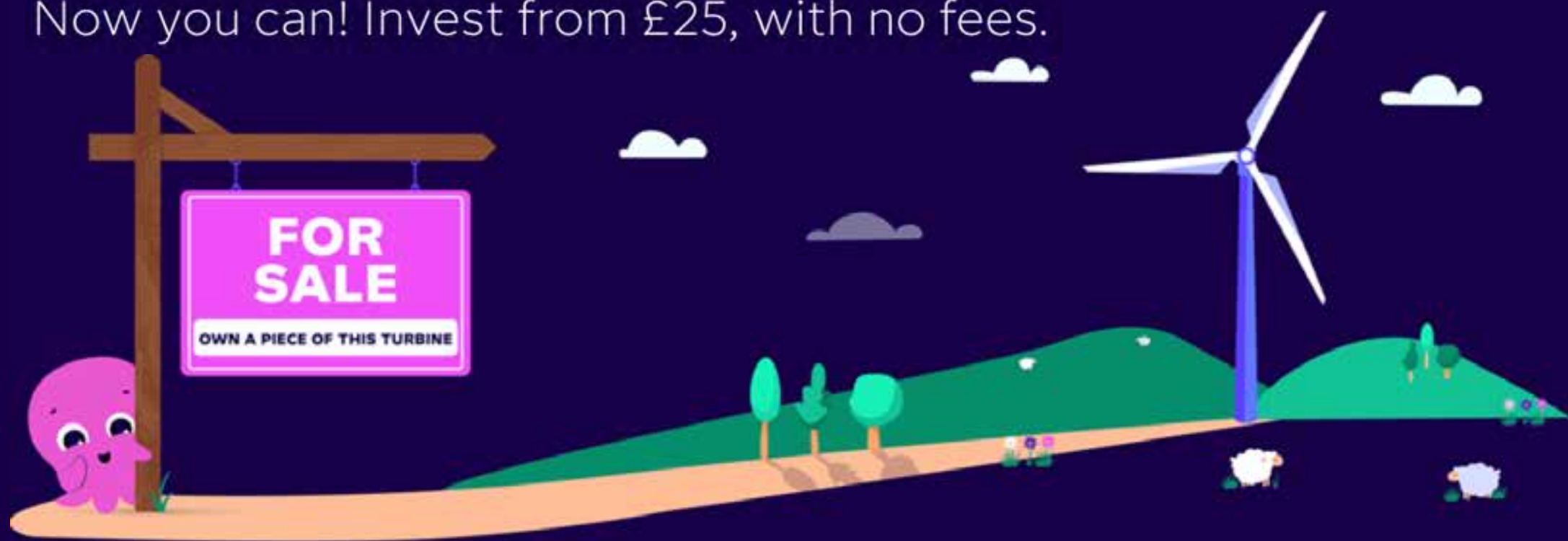
([YouGov 12.05.21](#))



Invest in British green energy with the Collective

A third of Brits say they'd like to invest in green energy.

Now you can! Invest from £25, with no fees.



As with any investment, there are risks that come with investing through the Octopus Energy Collective. It's important you fully understand these so you can decide if investments on the Collective are right for you.

List your green energy project on the Collective



the
collective
octopus energy



Projects we're looking for

We're interested in UK-based green energy projects which have a minimum capacity of 1 MW and are either ready to build, under construction, or already generating.

This could look a little different for each project, but here's what to expect:

- 1 **Register your interest** — Fill out our form, and we'll check if your project could be a good fit for the Collective.
- 2 **We'll review the details** — Our team will assess your project, and if it looks like a match, we'll work with you to figure out the best way forward.
- 3 **List on the platform** — Your project becomes available to investors on the Collective.



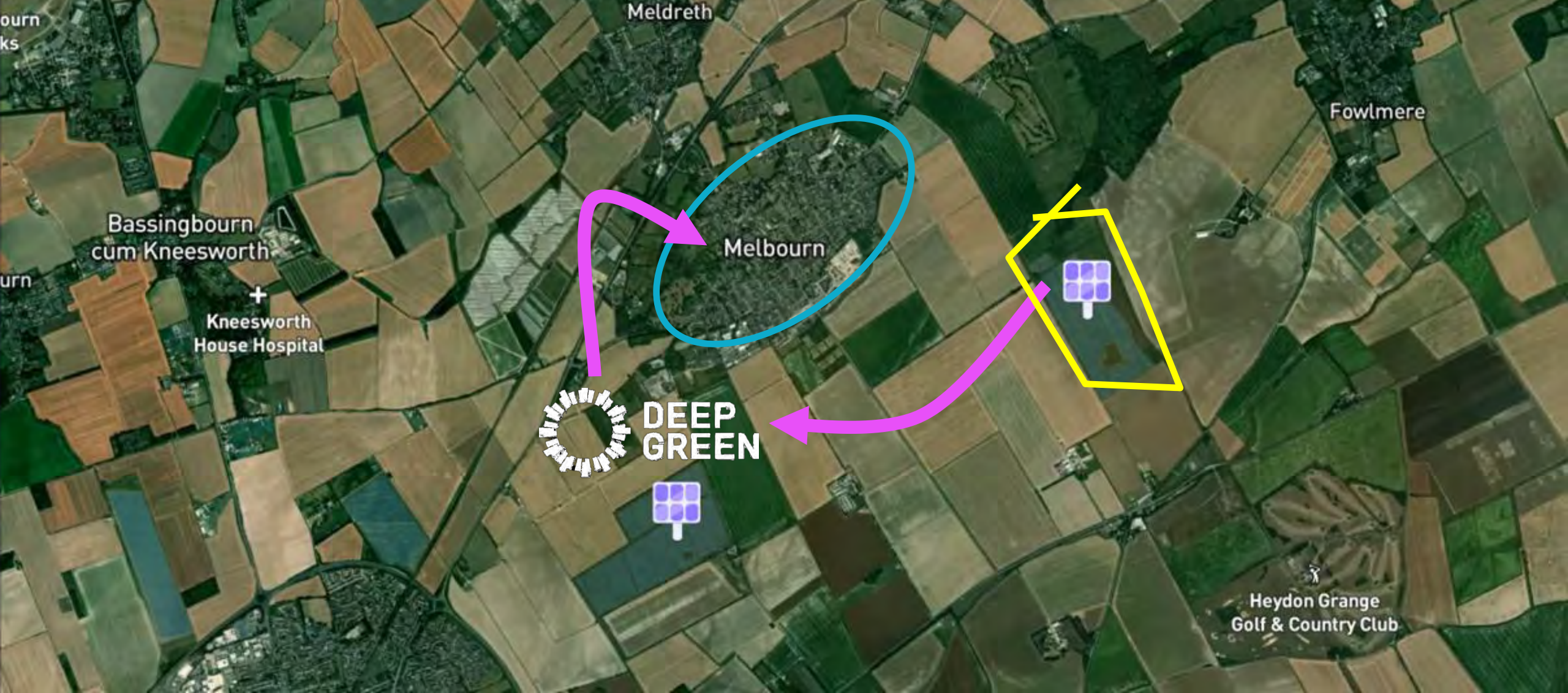


Futureproof your home with the Melbourne Energy Superloop





Melbourn Energy Superloop



Phil Steele - Our Future Technologies Evangelist





Thank you!

Love & Power

emma.fletcher@octoenergy.com
07785 324729

Q&A Session



Lunch Break



Our next speaker will be at: **12:55pm**

The Elmhurst Wales Conference is proudly sponsored by:



Part L Wales Review - New Homes

Paul Keepins, Welsh Government



Part L 2025 review - Context



- Environment (Wales) Act 2016
- Net-Zero Wales: Policy 45 (Building regulations Part L 2025)
- The Well-being of Future Generations Act (Wales) (2015)
- Climate Emergency
- CCC Advice
- National Infrastructure Commission for Wales (NICW) recommendations

Part L 2025 Consultation



Launched 26 August 2025 – Closes 17 November 2025

Key areas for new dwellings:

- An uplift in energy efficiency standard.
- A change to the current performance metrics.
- National Calculation Methodology for Dwellings.
- Renewable energy and the notional dwelling.
- Transitional provisions.

Uplift in Energy Efficiency Standard



- **Proposed Notional Building Specification - Fabric**

Dwelling Element	Part L 2022	Part L 2025	
		Option 1	Option 2
Roof U-value (W/m ² K)	0.11	0.11	
External wall U-value (W/m ² K)	0.13	0.15	
Floor U-value (W/m ² K)	0.11	0.11	
Window and glazed door U-value (W/m ² K)	1.3	1.2	
Airtightness (m ³ /m ² .h @ 50Pa)	5	4	1.5

Uplift in Energy Efficiency Standard



- **Proposed Notional Building Specification - Services**

Dwelling Element	Part L 2022	Part L 2025	
		Option 1	Option 2
Wastewater heat recovery	Yes	Yes	No
Heat source	Main Gas	A notional air source heat pump equivalent to Energy related Performance (ErP) class A++	
Ventilation	Natural ventilation with intermittent extract fans	Decentralised Mechanical Extract Ventilation (dMEV)	Balanced Whole House Mechanical Ventilation with Heat Recovery (MVHR)
Renewable energy	For houses kWp = 40% of ground floor area, including unheated spaces / 6.5. For flats kWp = 40% of dwelling floor area / (6.5 x number of storeys in block)	For houses kWp = 40% of ground floor area, including unheated spaces / 4.5. For flats kWp = 40% of dwelling floor area / (4.5 x number of storeys in block)	

Uplift in Energy Efficiency Standard

- Performance and cost of consultation options compared to Part L 2022

	Capital Cost Uplift (£)	Reduction in carbon emissions (kgCO ₂ e/yr)	Reduction in household fuel costs (£/yr) ¹
Option 1	5,123 (3.3%)	1,351 (93%)	66 (13%)
Option 2	8,916 (5.7%)	1,371 (95%)	135 (27%)

¹ Inclusive of standing charge savings

Change to Performance Metrics



- Current performance metrics

- ☐ Primary Energy
- ☐ CO₂ Emissions
- ☐ Dwelling Energy Efficiency Rate
- ☐ Mandatory Fabric Standards

- Proposed performance metrics

- ☐ Primary Energy
- ☐ CO₂ Emissions
- ☐ Energy Use Intensity (EUI)
- ☐ Mandatory Fabric Standards

- Dwelling Energy Efficiency Rate (DEER) proposed to be withdrawn.
- Proposed EUI as replacement to protect dwelling occupants from high annual regulated fuel bills and better reflect actual consumption.
 - EUI metric considers all energy uses within the dwelling.
 - EUI unregulated energy use for both the actual and notional dwellings will be aligned.

National Calculation Methodology for Dwellings



- **Propose to adopt the Home Energy Model (HEM)** as the approved calculation methodology to demonstrate compliance of new dwellings with the energy efficiency requirements, replacing SAP.
- **UK Government HEM consultation** – Awaiting UK Government response. Final timescale unknown, therefore, contingency to use SAP as interim measure if timescales don't align with Part L changes.
- **Part L Wales Consultation Tool** - Dwellings assessment demonstration software for HEM published alongside the consultation. The consultation tool allows interaction with the Home Energy Model and Part L 2025 Dwellings Wales assessment model.

Renewable Energy and the Notional Dwelling



- **Notional dwelling specification** – higher specification reduces design flexibility.
- **Technical difficulties in using renewables** - e.g. roof space is limited by wider design requirements or shading.
- **Alternative approach proposed** – on-site renewable electricity generation to become a functional requirement in the Building Regulations.
- **Approved Document L guidance** – allowing Building Control Bodies flexibility for legitimate cases when reduced or no solar panel coverage is appropriate.

Other Part L, F and O Proposals



- **Existing Dwellings**

- Installation of renewable energy when a significant extension (>30m²) is constructed.
- An uplift in building services energy efficiency standards.
- Commissioning and checking process for fixed building services
- Extension of Part O (Overheating) to capture certain high risk works on existing dwellings.

- **Non-Domestic Buildings**

- An uplift in energy efficiency standards.
- Photographic evidence

- **Legislation Change**

- Amendments to Part L1 of Schedule 1 to reference greenhouse gas emissions reduction.
- Repeal regulations 25A and 25B

Transitional Provisions



- Providing a reasonable period of time for industry to adapt.
- Coming into force options proposed:
 - Option 1:** a 6-month period between the laying date of the Part L 2025 standard regulations and publication of full technical specification and the regulations coming into force.
 - Option 2:** up to 12-months between the laying date of the Part L 2025 standard regulations and publication of full technical specification and the regulation coming into force.
- Both options would be followed by a 12-month transitional period.
- Definition of commencement.

Further information



Web Links:

- Part L 2025 (Wales) consultation: [Building Regulations Part L: 2025 review | GOV.WALES](#)
- Home Energy Model: Part L Wales consultation tool web link: <https://walespartl.consultationtool.org/>
- cSBEM for Wales (new non-domestic buildings) consultation tool web link: <http://www.uk-ncm.org.uk/>

THANK YOU

Email:

enquiries.brconstruction@gov.wales

Future Homes Standard (FHS) from the Elmhurst Perspective

Jason Hewins, Elmhurst Energy



Agenda



- The latest on the Future Homes Standard
- An update on the Home Energy Model
- What is SAP 10.3?
- Final thoughts

The Future Homes Standard



- The next revision to Part L in England.
- Consultation ran from November 2023 - March 2024.
- Key changes proposed;
 - Shift to low carbon heating (heat pumps/heat networks)
 - Expecting PV on majority of new homes.
 - New standards for material change of use
 - Use of the Home Energy Model to replace SAP*
 - Six or twelve month implementation phase
 - Sunsetting of older transitional arrangements
- On 6th June 2025 MHCLG stated the Future Homes Standard will be published 'Autumn 2025'.
- Still awaiting consultation responses.

An update on the Home Energy Model



- Alongside the FHS consultation were two consultations on the Home Energy Model.
- The Home Energy Model is a completely new methodology intended to replace SAP*.
- Core model is based on modern international standards and 'open source'.
- Wrappers are needed to use the core model for a specific policy e.g. calculation of compliance or EPCs.
- Wrappers define the user and standardized inputs to, and outputs from, the core model.
- For calculation of Building Regulation compliance and EPCs a Government hosted version of Home Energy Model must be used, only accessible by schemes.

An update on the Home Energy Model



- Key differences in Home Energy Model include;
 - Half hourly calculation timestep compared to monthly in SAP.
 - Shading from surrounding objects must be modelled.
 - Dwelling thermal elements must be defined by orientation.
 - Infiltration requires details of background ventilators, altitude, dwelling exposure etc.
 - Space heating emitters are assessed against the space heat demand to determine capacity.
 - Domestic Hot Water includes measurement of primary and secondary pipework characteristics.

An update on the Home Energy Model



- On 11th August 2025 MHCLG released an early testing version of their HEM interface however;
 - Version 0.34 was used however this will not be the final version used for Future Homes Standard.
 - The user inputs needed for completing assessments in the Future Homes Standard wrapper have not been finalized.
 - The HEM PCDB is not yet completed.
 - No conventions group to determine rules around inputs and complex scenarios.
 - Limited training available due to uncertainty around model version, inputs and conventions.
- All of the above are 'in progress' but no fixed timeline available for completion.

What is SAP 10.3?



- Home Energy Model still has much work to do before being ready to replace SAP.
- MHCLG want to release Future Homes Standard with working tools available to assess compliance.
- On 14th May MHCLG announced the Home Energy Model and SAP could both be used to demonstrate compliance with the Future Homes Standard.
- Unprecedented situation in the domestic new build sector.
- The intent is still for Home Energy Model to replace SAP when it is fully ready.
- Lots of questions still to resolve in regards to the transition from SAP to Home Energy Model.

What is SAP 10.3?



- SAP 10.3 will be used to calculate compliance to the Future Homes Standard.
- SAP 10.3 is simply SAP 10.2 with the following changes;
 - New notional dwelling used to set the compliance targets for the Future Homes Standard.
 - New carbon and primary energy factors for fuels.
- Our Design SAP 10 application will be updated to allow the use of SAP 10.3 to calculate compliance with the Future Homes Standard...

SAP 10 Online

Test 10 1 View (Default) Plot 1, Copy-Eng : 00001, Copy

Details

Property Type

Measurements

Walls

Roofs

Windows

Openings

Thermal Bridging

Ventilation

Lighting

✓

✓

✓

✓

✓

✓

✓

✓

✓

LD ASSESSMENT DETAILS

Plot Reference

Assessment Reference

Dwelling Orientation

SAP version

Calculation Type

Property Type

Transaction Type

Plot 1, Copy-Eng

00001, Copy

North

SAP 10.2

New Build (As Designed)

Unknown

New Dwelling

Plot 1a

SAP Rating	B1 A	CO ₂ Emission	0.21 t/a	CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²
CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²	CO ₂ eq	0.01 kgCO ₂ eq/m ²

Hide results

Download Calc Data

Print

Save & Close

Next

Cancel

My, Cathy Newbuild

X099-0010

Final Thoughts



- Expecting the Future Homes Standard to be published before the end of 2025.
- SAP 10.3 will be ready and deployed into Design SAP 10 once Future Homes Standard released.
- Home Energy Model continues to be developed and will eventually replace SAP.
- Wales Part L 2025 Consultation indicated Home Energy Model will also be used to demonstrate compliance.
- However if not ready in time then SAP 10 could be used.

The Importance of Airtightness Testing in Homes

Guy Fowler, Elmhurst Energy
Michael Huth, Build Test Solutions



The Importance of Airtightness Testing in Homes



- **Changes in Airtightness Since 23rd June 2022.**
 - Permitted test methods
 - Regime
- **Approved Document Volume 1 - Dwellings.**
- **Standard Changes.**
 - ATTMA TSL1
 - CIBSE TM23
 - Preparation alterations
 - Photographic Evidence
- **Implications of the Test result in SAP and Ventilation designs.**
- **Testing in RdSAP, Retrofit & Heat Pump installations.**



The Importance of Airtightness Testing in Homes



- **Build Test Solutions**
 - Make measurements mainstream
 - What's in the news?
- **Why measure airtightness?**
 - Efficiency, Comfort, Quality
- **Pulse Database insights**
 - Test Data
 - Typical Performance
- **Summary**



The Importance of Airtightness Testing in Homes

- **Changes in Airtightness Since 23rd June 2022.**
 - Permitted test methods.
 - Blower Door at 50pa / **High Pressure Testing** – Retrotec or The Energy Conservatory.
 - Pulse at 4pa / **Low Pressure Testing** – Build Test Solutions.



The Importance of Airtightness Testing in Homes



- **Changes in Airtightness Since 23rd June 2022.**
 - Regime
 - We have now moved to 100% testing. (no sampling) –
 - This change to 100% testing helps us to address the Performance gap.
 - We have adopted the CIBSE TM23 standard.



Air pressure testing procedure

7.9 Air pressure tests should be performed following the guidance set out in the approved air tightness testing methodology, CIBSE's TM23. The procedures set out in that document have been approved by Welsh Ministers.

- Part L has the target dwelling using a figure of **5.00 m³/(hr.m²)@50pa**

The Importance of Airtightness Testing in Homes

- **Changes in Airtightness Since 23rd June 2022.**

- Part L now requires that a maximum of
- **8.00 [m³/\(hr.m²\)@50pa](#)** or
- **1.57 [m³/\(hr.m²\)@4pa](#)**

Air Permeability	8.0 m ³ / (h·m ²)@50Pa OR 1.57m ³ /(h·m ²)@4Pa
------------------	--

Any figure above these values is non-compliant.

- All Pulse tests will extrapolate their results to the 50pa equivalent.
- SAP 10 and now RdSAP 10, can take the score at either 50 or 4 pascals

The Importance of Airtightness Testing in Homes



- **Standard Changes / TSL1 > CIBSE TM23.**

- CIBSE TM23 recommends (Blower Door) that we both pressurise and de-pressurise to create an average.
- Pulse becomes a recognised method of testing.
- Building preparation slightly changed and we now only close trickle vents and no tape or sealing.
- Photographs are now required of the building, test equipment and Preparations made.
- Blower door flow reads must range at least 30Pa and baseline Pre and post reads to be an average of 10 over 30 seconds.



The Importance of Airtightness Testing in Homes



- The increasing importance of the Pressure test score.
- (Either Air Permeability / Level 1 or Air Changes / BVT)
 - Improvement of the insulation levels and build quality in our buildings has improved the standard of both **1.new builds** and more recently within the **2.existing retrofit market**.
 - Part F tells us that an airtight building falls below [5.00@50pa](#) (design stage) or [3.00@50pa](#) (as built stage).
 - As we achieve those figures (or get close) we then have to consider how that building is ventilated
 - We should be introducing the required ventilation into the dwelling, either passive or mechanical.
 - This then ensures that the occupant has the ability to influence and control air movement.
 - Removing stale and damp air, replacing with fresh air – helps improve air quality for the occupants and also the maintain the healthy fabric of the building.

The Importance of Airtightness Testing in Homes



- **Testing in RdSAP, Retrofit & Heat Pumps.**
 - With RdSAP changing in June 2025, we now have the ability to override the current default figure of 15.0 m³/(h.m²)@50pa.
 - Although not mandatory, this could be the difference between achieving a better rating and moving from a 'D' to 'C' or 'B'. Overriding the default value typically gains 1-3 EPC points.
- Within Retrofit we have seen the use of Pulse and 'Background Ventilation Testing' – BVT for short.
- This type of test gives an Air Change (ach) result and can be used as a means of demonstrating airtightness/ventilation risk management as required by Annex C of PAS2035
- Within the heat pump installation market, the ability to accurately enter a measured ACH rate into the sizing calculation, can aid the size and cost of that installation.

The Importance of Airtightness Testing in Homes



Introducing **Michael Huth**, Head of Training and Partnerships



Build Test Solutions

“Make Measurement Mainstream”

- o UK equipment manufacturer
- o Tools to measure airtightness & heat loss
- o Training & support
- o >150,000 measurements using our tools



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30,000 homes fitted with botched insulation under government schemes, ministers admit



Mohammed's bedroom wall in Luton is covered in damp and mould as a result of botched insulation

Zoe Conway

Correspondent, BBC News

4 September 2025

More than 30,000 UK homes have had botched insulation fitted under government schemes putting them at risk of damp and mould, ministers have revealed.



A family in Luton has been forced to move out as dry rot fungus grows under the floor

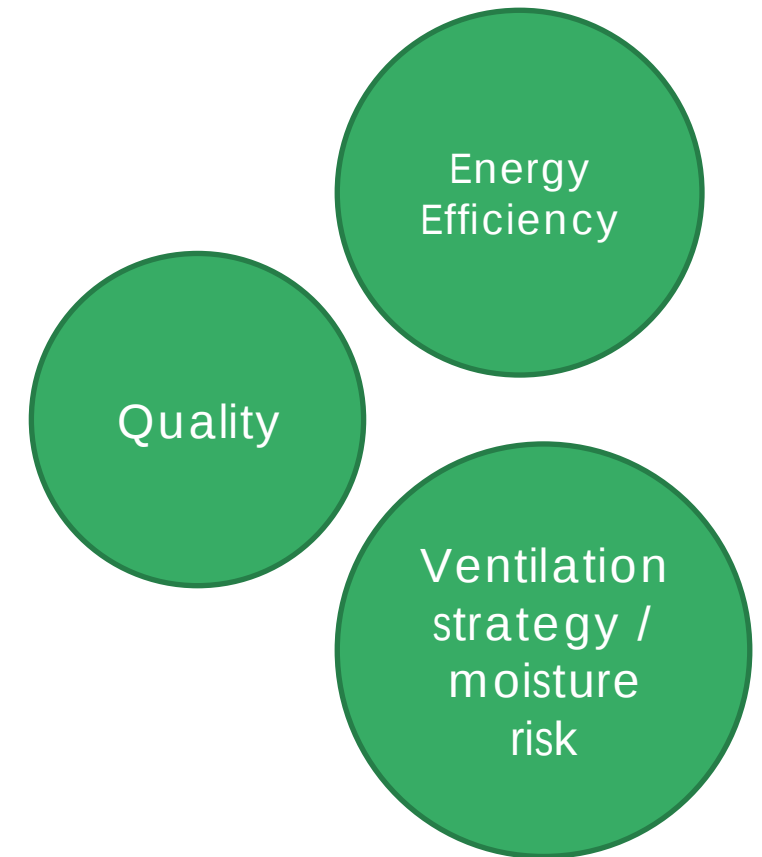


This home in County Durham had external wall insulation fitted in 2021

Why measure airtightness?

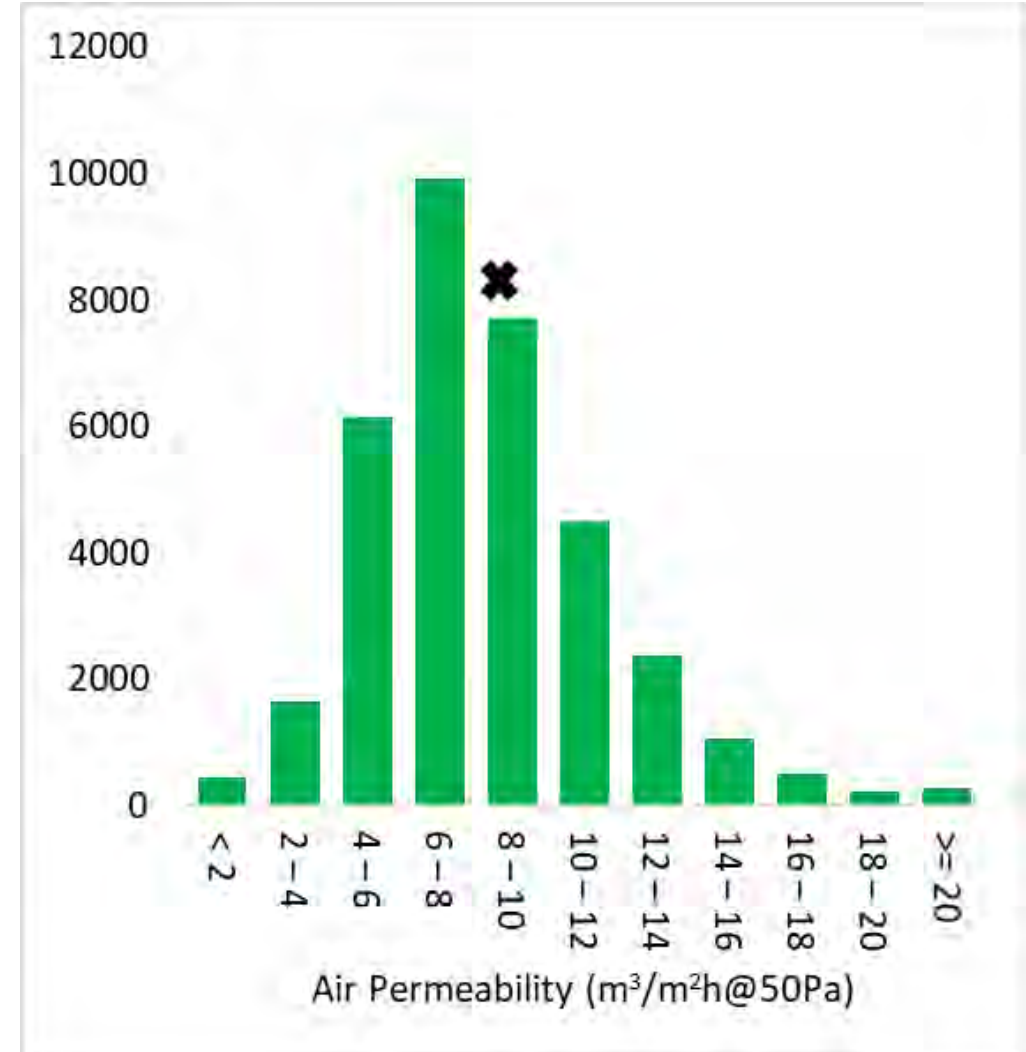


- **Energy efficiency:** Reducing heat loss in winter. True low hanging fruit!
- **Comfort:** airtight buildings are better at maintaining stable temperatures.
- **Building durability:** reduce excessive moisture build-up and damage to homes. Airtightness generally a great indicator for quality of workmanship.
- **Indoor air quality:** Regain control over the ingress and egress of internal and external pollutants. Helping to determine ventilation needs and the root cause of mould/condensation issues.



Pulse Database insights

- Most tests uploaded to BTS Db
- 110k tests
- 35k whole building
- Mean Average: $8.3\text{m}^3/\text{m}^2\text{h}$ @50Pa

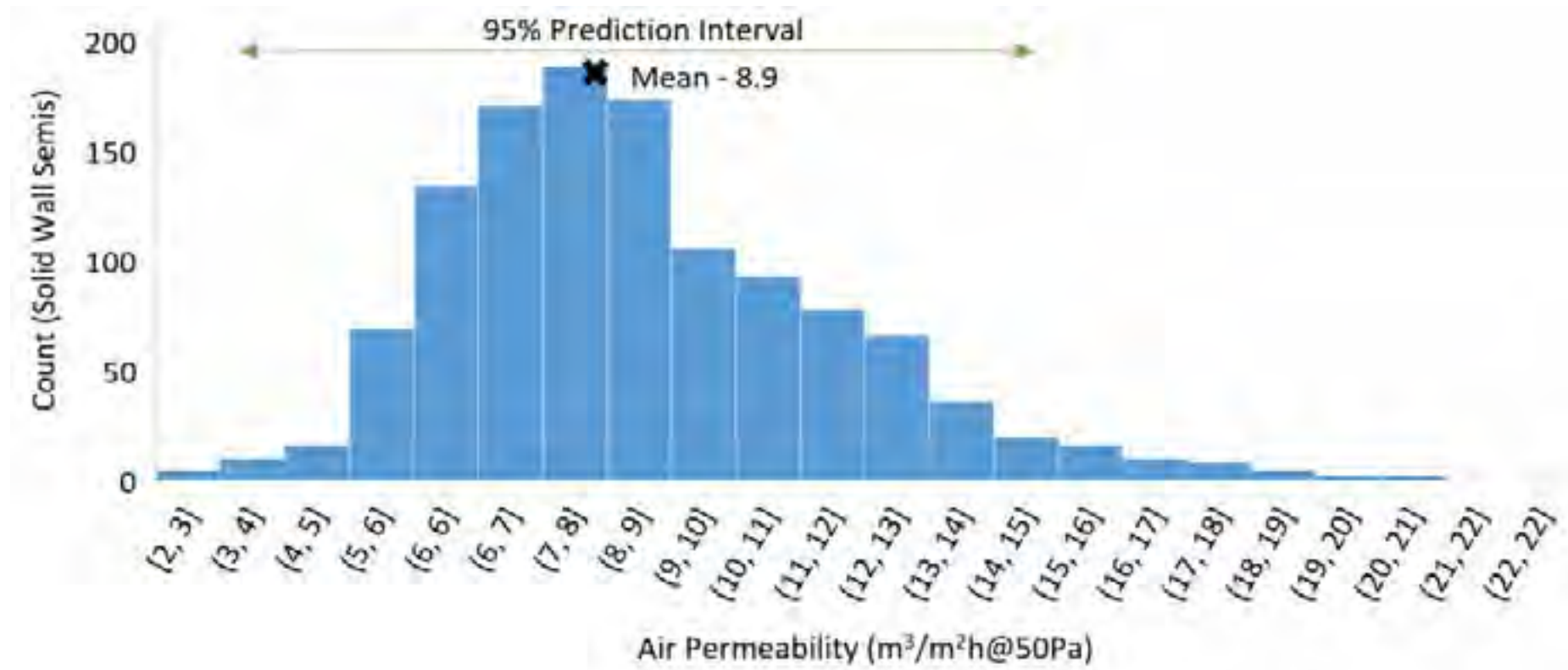


Pulse Database insights

- First significant sample of existing buildings
- Driven by retrofit testing
- 17k tests matched with EPC data
- Measured airtightness directly follows EPC ratings



Can we use the database to better estimate airtightness?



Guess the Performance



Guess the Performance

$0.82\text{m}^3/\text{h.m}^2 @4\text{Pa}$

$4.36\text{m}^3/\text{h.m}^2 @50\text{Pa}$



Guess the Performance

$0.8\text{m}^3/\text{h.m}^2 @4\text{Pa}$

$4.4\text{m}^3/\text{h.m}^2 @50\text{Pa}$



$2.2\text{m}^3/\text{h.m}^2 @4\text{Pa}$

$10.9\text{m}^3/\text{h.m}^2 @50\text{Pa}$



Summary



- **Regulations increasingly recognising the value and importance of airtightness testing**
 - New build – 100% sample testing
 - PAS2035, PAS2030 and PAS2038 – retrofitting of existing buildings
 - EPCs and MCS heat loss calculations
- **Measurements are not just a compliance check box**
 - Manage risk and quality
 - Increasingly used as an input to calibrate energy models – EPCs, heat pumps as well as mould and condensation risk assessments
 - Inform ventilation strategies – build tight, ventilate right!
- **No two buildings are ever the same**
 - Airtightness levels are hugely variable - sampling or testing of archetypes doesn't cut it
 - If it's not airtightness and ventilation system testing, how else are you managing risk and quality on projects?

Q&A Session



Afternoon Break



Our next speaker will be at: **14:35pm**

The Elmhurst Wales Conference is proudly sponsored by:



Heat Loss Testing Methods for DEA's and EPC's

Mark Collett, Leeds Sustainability Institute,
Leeds Beckett University



About the Leeds Sustainability Institute



RESEARCH THEMES

Our research team specialises in three research themes:



Sustainable Buildings

Research into how to design, build and evaluate buildings which are healthy and have low environmental impacts.



Sustainable Urban Environments

Monitoring urban landscapes to promote healthier, more sustainable cities and communities.



Sustainable Behaviour

Insights to understand how people can make more sustainable, healthier choices in their home, work, and travel decisions.

Setting the Scene



The “normal”

Score	Energy rating	Current	Potential
92+	A		
81-91	B		82 B
69-80	C		
55-68	D	65 D	
39-54	E		
21-38	F		
1-20	G		

EPC Rating



3. Heat losses and heat loss parameter

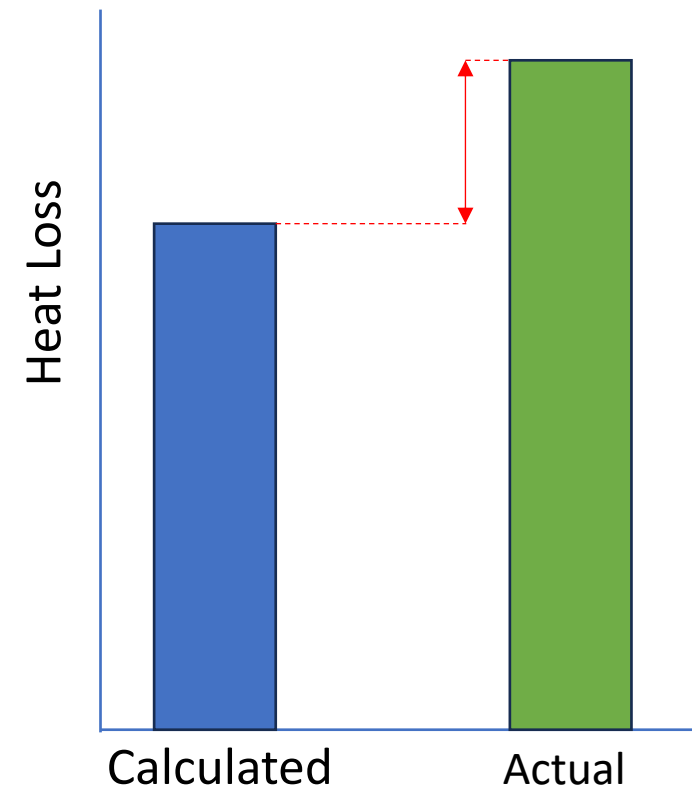
Items in the table below are to be expanded as necessary to allow for all different types of element e.g. 4 wall types.
The κ -value is the heat capacity per unit area, see Table 1f)

Element	Gross area, m^2	Openings m^2	Net area A, m^2	U-value W/m^2K	$A \times U$ W/K	κ -value $kJ/m^2 K$	$A \times \kappa$ kJ/K	
Solid door								(26)
Semi glazed door								(26a)
Window								(27)
Roof window								(27a)
Basement floor								(28)
Ground floor								(28a)
Exposed floor								(28b)
Basement wall								(29)
External wall								(29a)
Roof								(30)

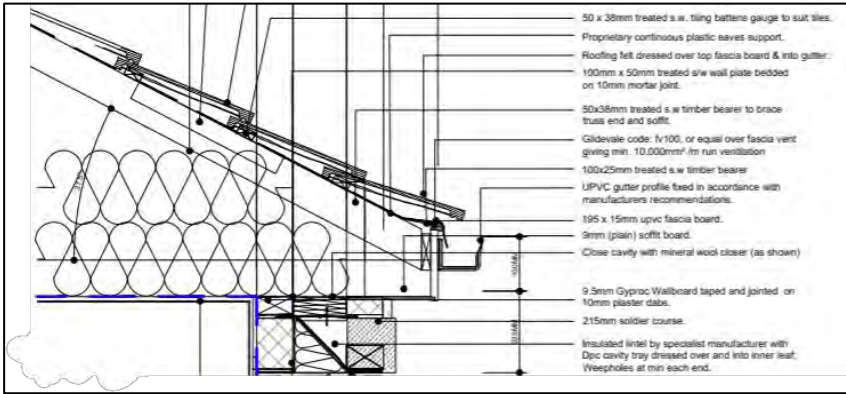
SAP / RdSAP Heat Loss Calculations

Setting the Scene

The problem



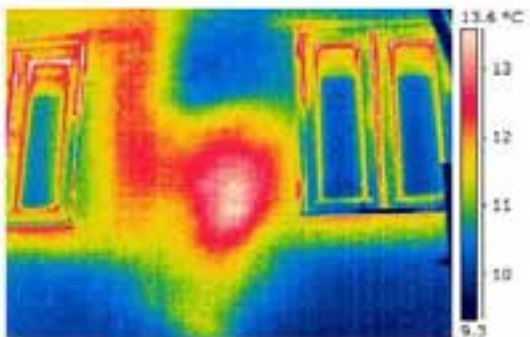
Performance Gap



Calculated Heat Loss



(Bouwwereld, 2022)



(Glew et al., 2021)

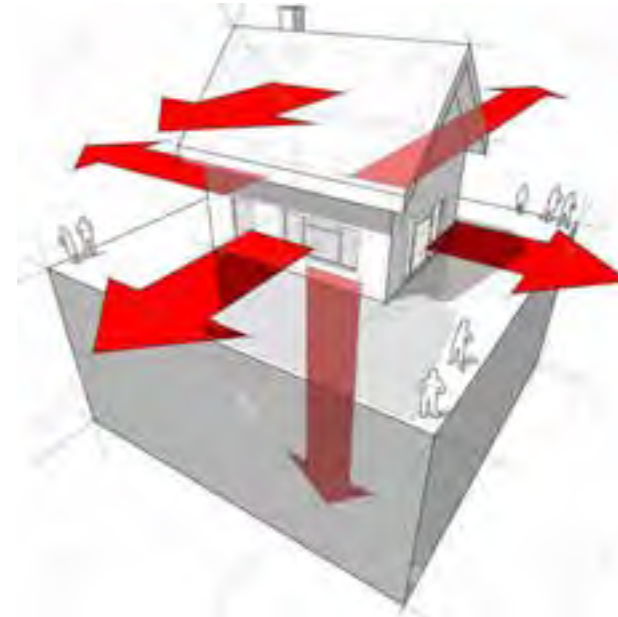
Actual Heat Loss

Setting the Scene

The future / solution?



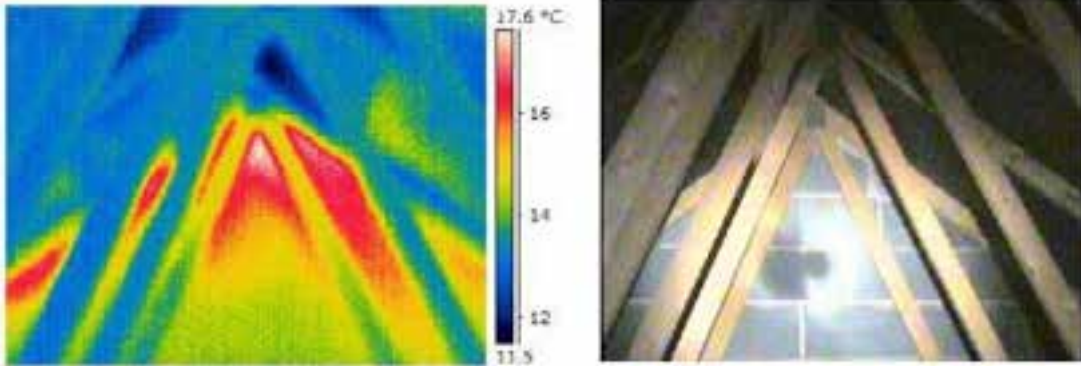
Heat Loss Measurement



HTC (Heat Transfer Coefficient)
 $W/^{\circ}C$

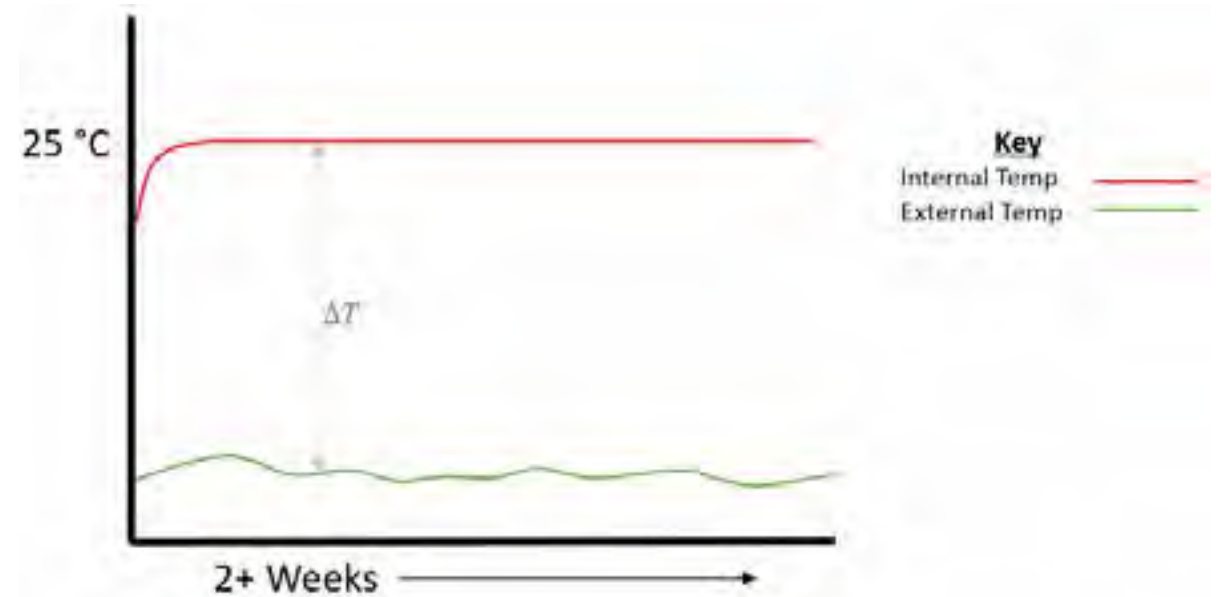
History of Heat Loss Measurement

Beginnings in Research



(Lowe, 2007)

Stamford Brook Field Trials
& Party Wall Bypass (2007)



Coheating Test

History of Heat Loss Measurement

Standardisation and Developments



*Leeds Beckett
Coheating Protocol
(2013)*



*BS EN 17887
(2024)*

Rapid Dynamic Methods

- Unoccupied
- Test Conditions
- 1 night – 4 days

In-Use Methods (SMETERS)

- Occupied
- In-use conditions
- 2 weeks +

Novel Methods

Current State of Heat Loss Measurement



- *Government interest*



- *Industry interest*



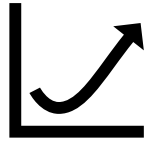
*Future
Homes
Standard ?*

*Funded
Retrofit
Validation ?*

*EPC Action
Plan*

What This Means for DEA's and EPC's

- *Opportunity*



- *Uncertainty*

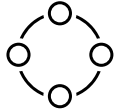


*Emerging
Measurement
Market*

*Using
Measurements
within EPRs*

*Home Energy
Model (HEM)*

Future and Challenges

- What is the “right” method? ✓
- Measurement uncertainty $\pm$ 
- Infrastructure to support measurements 
- Ongoing Research:



Energy in Building and
Communities Programme

International Energy Agency
EBC Annex 94



Leeds Beckett Test Cells

Summary



- *Performance Gap – Calculated vs Actual*
- *HTC Measurement*
- *Uncertainty and opportunity for sector*
- *Research on methods and applications underway*

Heat Loss Assessor The Importance of Competency

Chris Ricketts, Elmhurst Energy



Policy Landscape



- Decarbonisation pathways to net zero by 2050
- Electrification of heat- decarbonised grid
- Ambition to install 600,000 heat pumps per year by 2028 to decarbonise the heat from buildings
- The Heat and Buildings Strategy makes significant funding commitments to support and upgrade the building stock
- Lower Flow temperature in heating systems design.

Projects and Research



- Accredited Domestic Energy Assessors have existing skills of RdSAP assessments and site surveys which we could build on.
- We developed with MCS and their installers a new heat load calculator and training to conduct space heating requirements to allow design and sizing of Low Carbon technology.

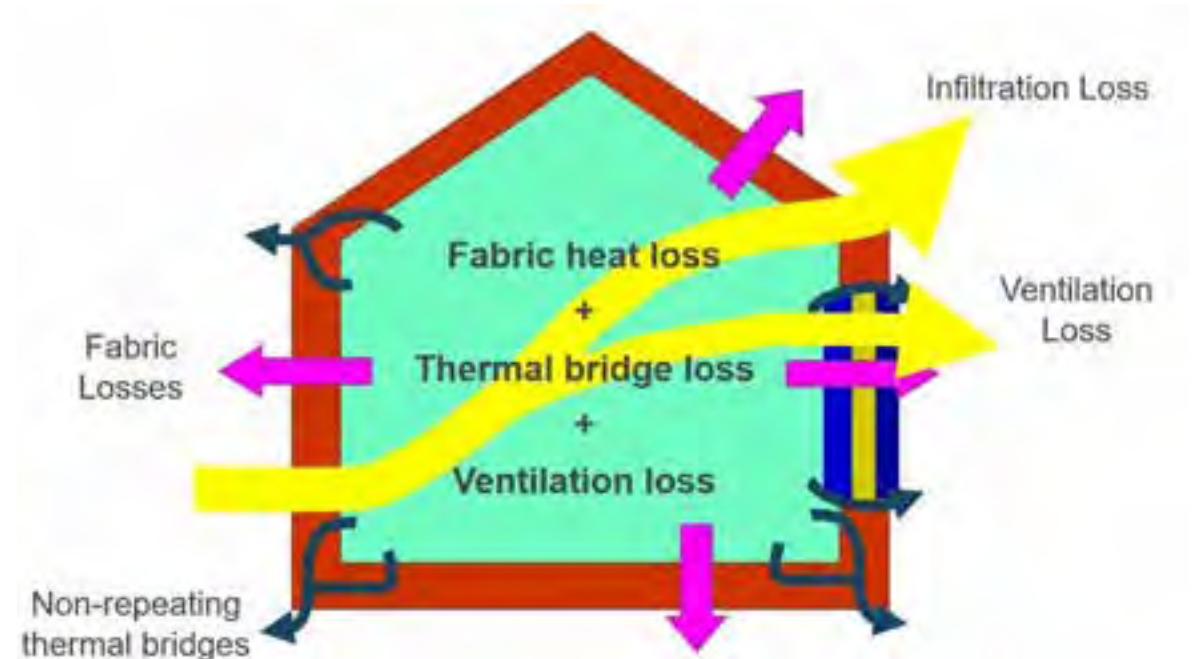
Understanding Heat Loss in Dwellings

- It is essential that the heat load of a building is calculated correctly
- Heat loss calculations must be applied on a room-by-room basis
- Systems specified in this way will be cheaper to run, ensure the homeowner is comfortable and will be more energy efficient.



Understanding Heat Loss In Dwellings

- The basics
- Building fabric – walls, floors, roof insulation, windows and doors
- Room size
- Air change rates
- Expected comfort temperatures
- Lowest temperature (on average) during winter



Modelling the impacts



Housing Type	Bedrooms	Floor Area (m ²)	Number of Storeys	Percentage of Scotland Housing stock
Semi Detached	3	90	2	19.5 %
Detached	4	154	2	22.5 %
End Terrace	2-3	83	2	21.7 %
Mid Terrace	2-3	79	2	

Modelling the impacts

Age Band
A: Before 1919
C: 1930-1949
E: 1965-1975
G: 1984-1991
I: 1999-2002
J: 2003-2007
K: 2008-2011
L: 2012 onwards
SAP 10



Modelling the impacts

- Kept consistent Building fabric – walls, floors, roof insulation, windows and doors remained the same
- Kept the location the same, so same weather profile and hence Lowest temperature (on average) during winter constant
- Kept the expected comfort temperatures

Property attachment type has an impact

Impact on Baseline of 1	
Archetype	
Mid Terrace	1.00
End Terrace/ Semi	1.12
Extd End Terrace	1.26
Detached	1.51

Modelling the impacts

Location	Factor on average W/m2
Aviemore PH22	1.21
Roughburn PH31	1.22
Glasgow G1	1.20
Manchester M1	1.14
Peterborough PE2	1.15
Bristol BS1	1.08
Plymouth PL1	1.00
Campbeltown PA28	1.19



Modelling the impacts



Fabric Impact Wall		
Age Band	Assumed U-Value	Factor
A: Before 1900	1.7	1.69
C: 1930-1949	1.7	1.69
E: 1967-1975	1.7	1.69
G: 1983-1990	0.6	1.13
I: 1996-2002	0.45	1.05
J: 2003-2006	0.35	1.00
K: 2007-2011	0.3	1.00
L: 2012-2022	0.28	1.00
SAP 10	0.18	1.00

Fabric Impact Roof		
	Assumed U-Value	Factor
Pitch no insulation	2.3	1.50
100mm insulation	0.4	1.06
150mm Insulation	0.26	1.02
270mm Insulation	0.16	1.00
Notional Spec Part L	0.13	1.00
Notional Spec Part L	0.11	1.00

Elmhurst Heat Loss Calculator

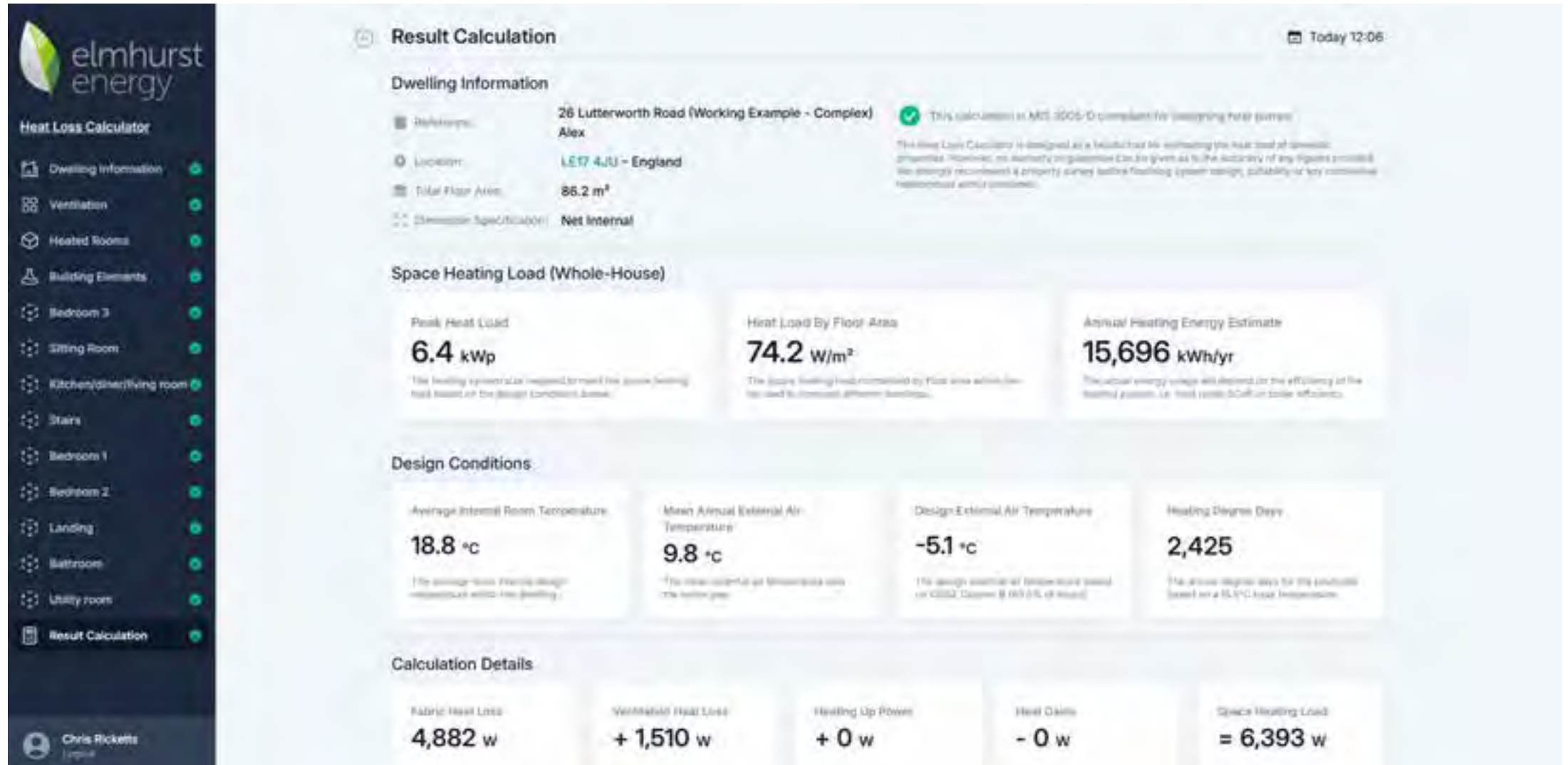
- All space heating systems should be correctly sized, following assessment - current standards (BS 12831:2017)
- Incorrectly sized systems will not work at the correct efficiency
- Will cost more to run if oversized or undersized



MCS Compliant Results

- Following a correct set of data entry the Heat Loss Calculator Software will display a comprehensive result Calculation.
 - Dwelling Information
 - Space Heating Load
 - Design Conditions
 - Calculation Details
 - Heat Emitter Sizing By Room
 - Fabric Heat Loss By Adjacent Space
 - Ventilation Heat Loss By Zone

Software Screen Shots



The screenshot displays the 'Result Calculation' screen of the Elmhurst Energy Heat Loss Calculator. The interface includes a dark sidebar on the left with a navigation menu and a main content area on the right. The sidebar menu lists: 'Heat Loss Calculator', 'Dwelling Information', 'Ventilation', 'Heated Rooms', 'Building Elements', 'Bedroom 3', 'Sitting Room', 'Kitchen/diner/living room', 'Stairs', 'Bedroom 1', 'Bedroom 2', 'Landing', 'Bathroom', 'Utility room', and 'Result Calculation'. The main content area is titled 'Result Calculation' and shows a timestamp of 'Today 12:06'. It contains several sections: 'Dwelling Information' with fields for Address (26 Lutterworth Road (Working Example - Complex) Alex), Location (LE17 4JU - England), Total Floor Area (86.2 m²), and Dwelling Specification (Net Internal); 'Space Heating Load (Whole-House)' with three summary boxes: Peak Heat Load (6.4 kWp), Heat Load By Floor Area (74.2 W/m²), and Annual Heating Energy Estimate (15,696 kWh/yr); 'Design Conditions' with four boxes: Average Internal Room Temperature (18.8 °C), Mean Annual External Air Temperature (9.8 °C), Design External Air Temperature (-5.1 °C), and Heating Degree Days (2,425); and 'Calculation Details' at the bottom showing Fabric Heat Loss (4,882 w), Ventilation Heat Loss (+ 1,510 w), Heating Up Power (+ 0 w), Heat Gains (- 0 w), and Space Heating Load (= 6,393 w). A green checkmark icon and a note confirm that the calculation is MCS 3005-0 compliant for designing heat pumps.

Result Calculation Today 12:06

Dwelling Information

- Address: 26 Lutterworth Road (Working Example - Complex) Alex
- Location: LE17 4JU - England
- Total Floor Area: 86.2 m²
- Dwelling Specification: Net Internal

Space Heating Load (Whole-House)

- Peak Heat Load: 6.4 kWp
- Heat Load By Floor Area: 74.2 W/m²
- Annual Heating Energy Estimate: 15,696 kWh/yr

Design Conditions

- Average Internal Room Temperature: 18.8 °C
- Mean Annual External Air Temperature: 9.8 °C
- Design External Air Temperature: -5.1 °C
- Heating Degree Days: 2,425

Calculation Details

- Fabric Heat Loss: 4,882 w
- Ventilation Heat Loss: + 1,510 w
- Heating Up Power: + 0 w
- Heat Gains: - 0 w
- Space Heating Load: = 6,393 w

Example – Space Heating Load



Competency & Schemes



- Create consistency of approach and quality of output
 - Have good and open governance
 - Adhere to a code of conduct and a defined set of rules
 - Use approved software
 - Random audits to ensure standards and conventions followed

Opening up opportunities



- Provision of an intuitive industry compliant heat loss calculation tool for use by DEAs, RAs, Air Testers, Surveyors, Renewable Installers, Low Temp Heating Designers.
- Developing network of Renewable assessors servicing Retrofit Industries, Heat Pump Designers, Boiler Installers and Surveyors using these tools.
- Measure peak heat demand to determine heat pump readiness and potential sizing using measured results.

Energy Assessors In the Public Eye

Liz Male, Liz Male Consulting



Elmhurst Promoting You



- 95 pieces of media coverage last year alone
- 8 million views online
- 766,000 readers
- 111,000 social media shares



The Daily Telegraph



PROFESSIONAL
HOUSEBUILDER
& PROPERTY DEVELOPER





Assessor competency shortfalls undermine credibility

Call for improved training for Energy Performance Certificate assessors

Government suspends 39
installation businesses for
substandard solid wall
insulation work

The problem with Energy Performance Certificates

A Which? investigation has found that EPCs can be riddled with inaccuracies and unhelpful advice that could cost homeowners a fortune

16 Jul 2024



Which?

Money > Property

The energy ratings 'guesswork' corrupting Britain's house prices

As Labour scrambles to overhaul EPCs, The Telegraph can reveal:

- “Guesswork” by inspectors with just three days of training can knock thousands off a home’s value.
- Near-identical homes can receive wildly different ratings, yet potential errors are reviewed by staff working from home.
- The ratings system is being “gamed” to access government grants or manipulate property prices.



Anatomy of a crisis



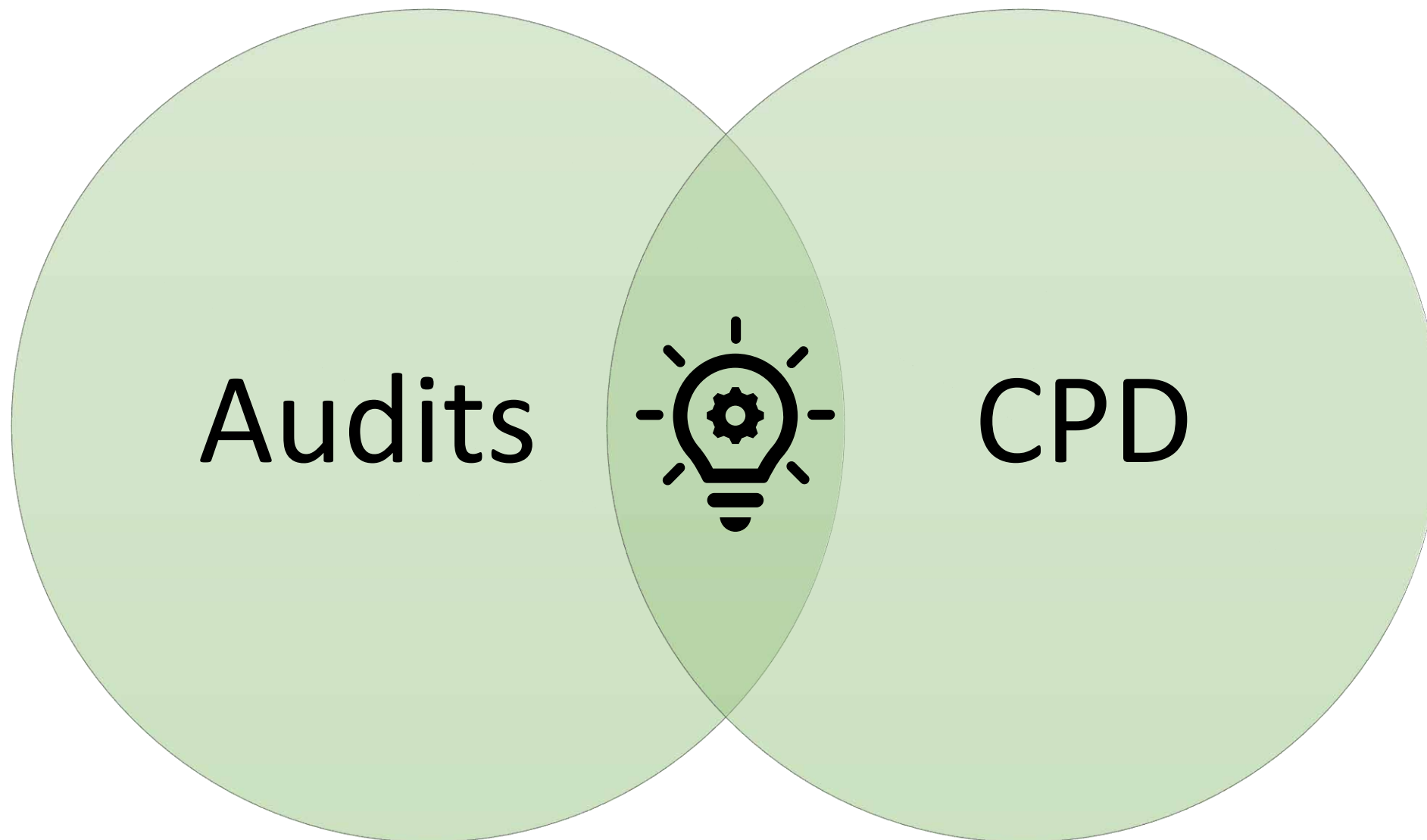
- **Media feeds on media...**
- Product doesn't work (anymore)
- Experts who are prepared to criticise the product
- Victims who relied on the product
- Collateral damage arising from the product
- People who sell the product

How to avoid the crisis

“Mistakes are costly and somebody must pay. The time to correct a mistake is before it is made.

The **causes of mistakes** are, first, I didn't know; second, I didn't think; third, I didn't care.”

Henry H. Buckley







How to deal with the crisis



1st Class = Victims

Pilot = Media

Business Class =
Top Tier Pundits

Economy =
Everyone & Their
Mother with a
point of view

Baggage
Hold = Us

If a complaint gets to the media



- Don't ignore it
- Ask lots of questions
- Know the media's deadline – and stick to it
- Get help from the Elmhurst team
- Never diss the customer
- Keep comment as simple as possible
- Put it in writing
- Review afterwards – what could have avoided this?

“To make no mistakes is not in the power of man. But from their errors and mistakes the **wise and good** learn wisdom for the future.”

Plutarch

Crisis comms preparedness, training and 24/7 support

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Q&A Session



Thank you all for attending

Andrew Parkin, Technical Development Director
at Elmhurst Energy

