



SUPPORTING AT RISK RESIDENTS WITH SWITCHEE'S ENERGY VOUCHER SERVICE

Switchee has introduced new functionality that extends our technology's capability to identify homes most at risk of fuel poverty and respond effectively.

This enhancement involves leveraging our trusted direct-to-resident messaging functionality and using our fuel poverty metric to deliver energy vouchers to your most at risk residents.

FUEL POVERTY, SWITCHEE AND HOUSING PROVIDERS

Fuel poverty poses a significant challenge that requires attention from across the social housing sector: our Housing Fuel Poverty Index (HFPI) data shows that in the winter of 2022 to 2023, 1 in 4 social homes were in fuel poverty.

It's more than just a statistic; it can be debilitating for vulnerable households, causing a whole host of health and wellbeing issues, as well as exacerbating problems such as damp and mould.

Switchee understands the importance of addressing this issue, standing alongside housing associations in a shared commitment to finding practical solutions. Through initiatives like the HFPI, energy advice campaigns, our fuel poverty risk metric, and now our fuel poverty voucher functionality, we're here to support housing associations in making a positive impact.

Energy Voucher service is highly targeted, allowing housing associations to prioritise those most in need, simultaneously protecting residents whilst in many cases solving the root causes of pervasive issues such as damp and mould.



DATA-DRIVEN PRECISION

Switchee is the first platform of internet-connected devices in social housing, receiving over 16 billion data points per year, giving real-time actionable insights into property performance and fuel poverty risk.

Switchee follows Public Health England's recommendation that everyone heat their home to at least 18°C. Switchee classifies a home as being at high risk of fuel poverty if the home's internal temperature does not reach 18°C for more than half of the last 30 days.

Not only does Switchee let housing providers easily identify houses most at risk of fuel poverty, they can also see where other issues such as damp and mould may be caused or correlated with fuel poverty.

Additionally, residents who are financially unable to maintain a temperature of 18°C in their homes, create conditions conducive to mould growth. Research therefore indicates that fuel poverty significantly increases the risk of dampness and mould formation.

Further, Switchee data on property performance also gives housing providers much broader context with regards to fuel poverty. Switchee metrics such as Heat Loss Rate (HLR) show the time taken for a property to lose 1°C of internal air temperature. Perhaps a home with poor insulation or an ineffective heating system is exacerbating fuel poverty. In this case energy vouchers may form part of a shorter term solution while longer term retrofit measures are needed.



EXCEPTIONAL RESPONSE RATE

In a recent initiative with Flagship Homes, we identified and contacted 300 households deemed at the highest risk of fuel poverty based on this comprehensive analysis.

The results were remarkable. Switchee's messaging capability achieved an outstanding 87% response rate from the targeted households. This high level of engagement underscores the effectiveness of utilising technology to connect with residents facing fuel poverty challenges.

87%
response rate

VOUCHER REQUESTS REFLECT URGENT NEED

Out of the 261 households that responded to our messages, a staggering 72% expressed an immediate need for financial support by requesting energy vouchers. This statistic emphasises both the urgency and magnitude of the fuel poverty issue and effectiveness of following a targeted and data-led approach.

72%
expressed an immediate
need for financial support

DIRECT DELIVERY FOR TIMELY ASSISTANCE

Cut through barriers presented by letters and phone calls to deliver assistance quickly and where it is needed the most. This not only streamlines support and reduces cost, but ensures that residents experiencing fuel poverty can access financial aid promptly, preventing further hardship.

This not only streamlines support and reduces cost, but ensures that residents experiencing fuel poverty can access financial aid promptly, preventing further hardships.

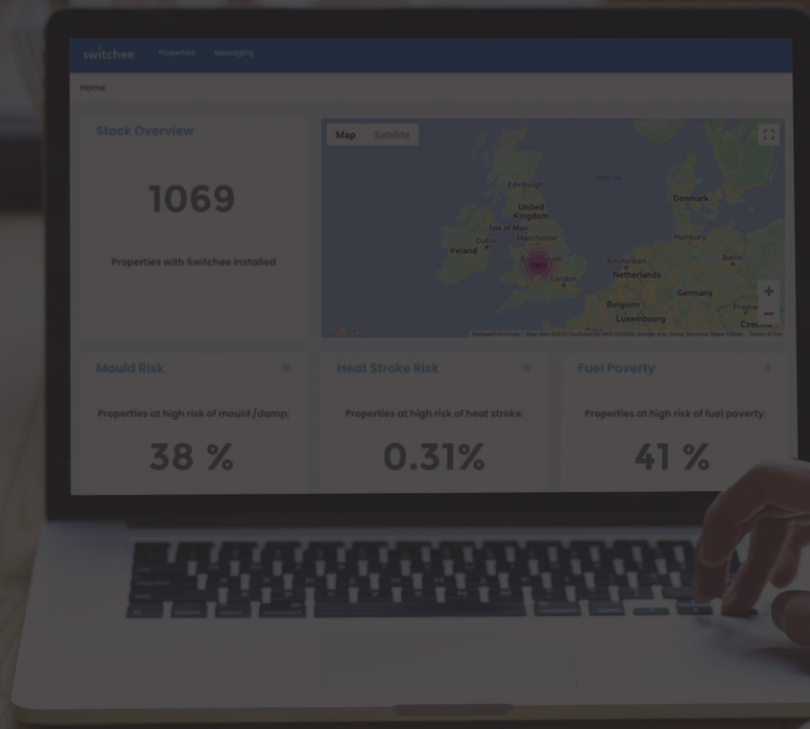
REAL-TIME IMPACT ANALYSIS

Switchee's data-driven solution allows housing providers to measure the real-time impact of these projects, enabling them to gauge the impact of their respective fuel poverty voucher program continually.

CONTRIBUTING TO ESG (ENVIRONMENTAL, SOCIAL AND GOVERNANCE) GOALS

Beyond the immediate impact on residents' lives, Switchee's initiative helps housing providers to align with broader social goals as part of ESG initiatives. By addressing fuel poverty, housing providers can transform the lives of residents and may even save costs on damp and mould by addressing the root cause of the issue.





SET UP YOUR OWN ENERGY VOUCHER SERVICE

Switchchee customers, if you would like to learn more about initiating your own Energy Voucher service, please get in touch with you Customer Success Manager and our team will support you in implementation

If you'd like to learn more about Switchchee and all our solutions, please also get in touch. Switchchee provides real-time actionable insights for social housing providers including damp and mould risk and fuel poverty risk and can support in education and retrofit programmes with insights on property performance.

SWITCHEMEE FOR YOU

Discover how Switchchee can support your business needs.

Contact sales@switchchee.com to get in touch with our team of experts.

[switchchee.com](https://www.switchchee.com)