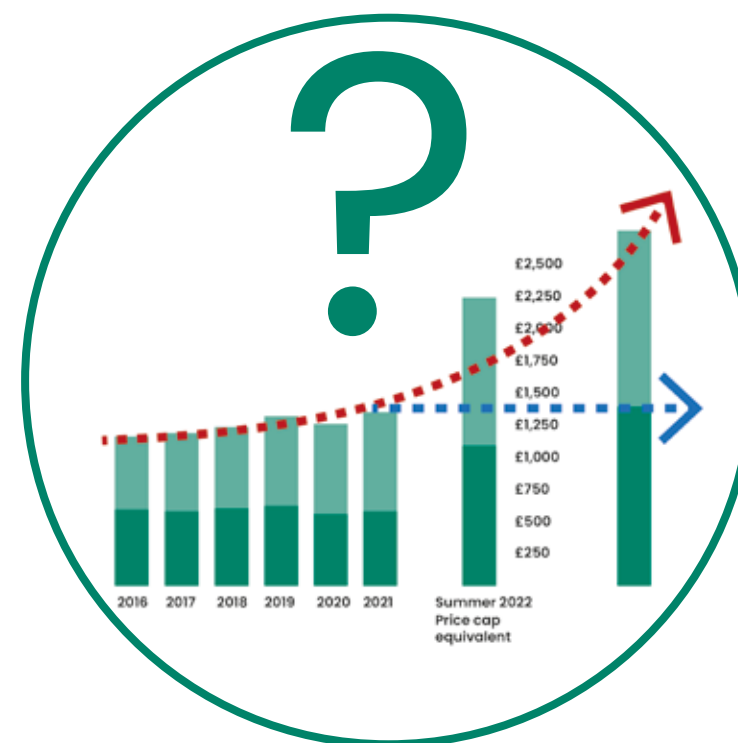


Part D

Frequently asked questions (FAQs)

How to reduce energy costs

Key considerations for local physical activity and sports facilities



FAQ 1 – How is energy measured?

A kilowatt (kW) is a universal measure of power. It is also used as a practical measure of energy used in buildings. A kilowatt hour (kWh) is a measure of how much energy is being used i.e. a kWh is equivalent to using a kilowatt of energy for a one hour period. It is shown on an energy bill as the unit for pricing at a stated rate.

See: <https://www.energylens.com/articles/kw-and-kwh>

FAQ 2 – How is energy priced?

Generally, energy suppliers charge by how much electricity or gas is used in kilowatt hours (kWh). So, the electricity cost per kWh that you pay depends on how long machinery or appliances are left running. A television left on standby, or a charger plugged in will continue to draw power and add to the kWh cost on the monthly bill. However, the costs may also vary with the peak load across a period and be subject to a standing charge and taxes.

Heating oil and bottled gas (LPG) is usually priced in litres and can be converted to kWh by applying a multiplying-factor i.e. multiplying litres by 10.3 for oil and by 6.96 for LPG.

FAQ 3 – What is meant by the energy market?

Supplying energy across the UK involves three key elements:

- Making electricity through generation;
- Transporting gas and electricity;
- Selling it to the customer.

Energy companies can work in any of these areas, and some operate in all three of them. The electricity and gas markets in the UK are privatised, and customers can choose which companies to use.

FAQ 4 – What is an energy profile?

The pattern of energy usage is often referred to as an energy profile and helpful in identifying energy waste. To make sense of the energy profile, an understanding is required of what goes on in the building and the things that relate to energy consumption i.e. the occupation, use of lighting, heating, ventilation and equipment etc. An example of a weekly energy profile is shown below.

Example weekly pattern of energy use per day

| | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|------------|-----|-----|-----|-----|-----|-----|-----|
| Occupied | | | | | | | |
| Unoccupied | | | | | | | |

Key:

 = Background energy profile

 = Daily peak loads during occupation

See: <https://www.energylens.com/articles/identify-energy-waste>

FAQ 5 – What are the benefits of smart meters?

Smart meters give regular (half-hourly) readings automatically to energy suppliers and customers, and provide a real time profile of their energy use. They avoid estimated bills and can often identify hidden issues that affect both operational and environmental quality. This might pinpoint the reason for higher than desired energy costs, and can reveal the causes of more frequent equipment repair and replacement.

FAQ 6 – What is an energy rating?

An A+++ to G labelling system has been in use in the UK for more than 25 years, to help consumers evaluate and choose energy efficient products. However, due to the trend for more environmentally-friendly options, most modern products have been at the top of the range (i.e. A+++, A++, A+).

A new simpler A to G labelling system was introduced in March 2021 for refrigerators and freezers, washing machines and washer-dryers, dishwashers, TVs and displays, and from October 2021 for light sources. For other labelled products like ovens and tumble dryers, the new labels will be introduced as soon as new or revised UK regulations come into force.

Example new energy rating label for a dishwasher

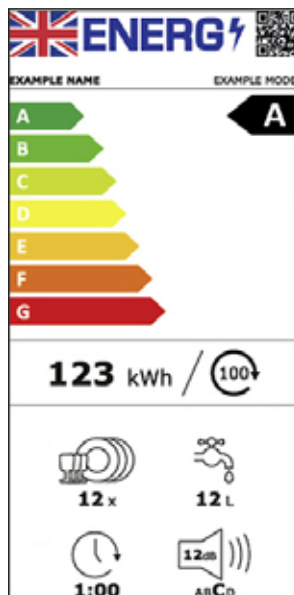


Image credit:
Label 2020

See the Energy Saving Trust website at:

<https://energysavingtrust.org.uk/energy-ratings-everything-you-need-know/>

See the Label 2020 website at:

<https://energylabel.org.uk/for-consumers/new-labels-from-march-2021/>

FAQ 7 – What are the current energy prices?

Individual energy suppliers should be contacted for their latest prices. A point of comparison can be found from the published annual data from the Energy Saving Trust. The information can help evaluate potential savings on a range of measures, from insulating a building to buying the most efficient electrical appliances.

Example energy prices for England during April 2022

| Fuel prices / carbon factors | Gas | Oil | LPG | Wood pellet |
|--|-------|-------|-------|-------------|
| Average price (pence/kWh)* | 7.4 | 11.8 | 15.5 | 9.9 |
| Standing charge (£/year) | 99.35 | - | 62.84 | - |
| Carbon dioxide equivalent factor (kgCO ₂ e/kWh) | 0.215 | 0.298 | 0.240 | 0.053 |

| Fuel prices / carbon factors | Coal / solid fuel | Electricity (off-peak economy 7) | Electricity (on-peak economy 7) | Electricity (standard rate) |
|--|-------------------|----------------------------------|---------------------------------|-----------------------------|
| Average price (pence/kWh)* | 6.4 | 16.7 | 34.1 | 28.3 |
| Standing charge (£/year) | - | 165.80 | - | 165.48 |
| Carbon dioxide equivalent factor (kgCO ₂ e/kWh) | 0.398 | 0.231 | 0.231 | 0.231 |

Image credits:
Energy Saving Trust

See the Energy Saving Trust website at:

<https://energysavingtrust.org.uk/about-us/our-data/>

FAQ 8 – What is the Energy Bill Relief Scheme?

The government's **Energy Bill Relief Scheme** gives a discount on rates for 6 months to non-domestic properties such as businesses, the voluntary sector like charities, and public sector organisations like schools and hospitals. It came into effect on 1st October 2022. The level of price reductions will vary depending on contract types and circumstances.

See: <https://www.gov.uk/guidance/energy-bill-relief-scheme-help-for-businesses-and-other-non-domestic-customers>

It's not a price cap as in the domestic energy market. Instead, the government is reducing the amount that suppliers have to pay for wholesale energy (down to 21p per kWh). Energy suppliers then must pass this discount on to customers' bills. This will happen automatically for new contracts on bills between October 2022 and April 2023. There will be a review after three months to consider targeted support for those businesses most in need.

Document accessibility

This document has been designed for comfortable reading at A4 and on a laptop screen, but can also be printed at A3 for large print versions. The pdf is accessible and has been tested to work with text readers.

Contributors

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User guide

Before using this design guidance note for any specific projects all users should refer to the User Guide to understand when and how to use the guidance as well as understanding the limitations of use.

Click here for **User guide** and other
Design and cost guidance

Issue tracker

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