

A photograph of a woman and a young boy, both smiling and wearing winter jackets, sitting on a pebbly beach. The woman is leaning over the boy, and they are both looking towards the camera. The background shows a calm sea and a cloudy sky.

IMPACT REPORT 2024-25

Working to tackle
the injustice of fuel
poverty and the climate
emergency.



cse.org.uk

Charity 298740

Company 02219673

A year of growing impact ...

The Centre for Sustainable Energy (CSE) continues to champion the needs of those worst served by the energy market. Our work also demonstrates how inclusion, fairness, housing retrofit and community action are all essential for successful transformation of our energy system.



Last year saw change sweep over the energy policy landscape with a new government committed to driving forward clean power and net zero, and securing more public ownership in our energy system.

Yet millions of UK households continued to struggle to afford their energy bills. More than one in five found themselves in fuel poverty, and fuel debt reached a record level of £4bn. And fewer than 200,000 GB homes (just 1%) received government-backed energy efficiency upgrades.

Against this backdrop, CSE sharpened its household advice services to provide more tailored fuel poverty and retrofit support. We scaled up our community support. And we focused our research and policy influence work on addressing the energy market's inherent inequalities.

The impact of CSE's work can be life-changing for a household and transformational for a community. In 2024-25 we provided energy advice and casework directly to more households than ever, securing financial savings collectively worth more than £25m. Through our

community support we enabled 925 community organisations across the UK to take action on climate or fuel poverty.

All of this was only possible through the skills, drive and compassion of our inspiring staff team, and our valued partners and funders.

As pressure increases on government to lower energy bills and deliver clean power by 2030, so does the risk that energy inequality gets worse. In the rush to plan and build new renewable energy infrastructure, there is a real danger of failing to scale up retrofit to reduce demand for energy, and of overlooking the huge public support for local and community energy schemes.

CSE will continue to champion the needs of those worst served by the energy market. We will also double down to demonstrate how inclusion, fairness, housing retrofit and community action are all essential solutions for successful transformation to a lower cost, decarbonised energy system.

Janine Michael Chief Executive
July 2025



More about us ...

We support people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes.

We do this by sharing our knowledge, practical experience and policy insights.

We've been doing this for over 45 years.

Our vision:

In a nutshell, we want to see a world where sustainability is second nature, carbon emissions are cut to safe levels and fuel poverty is replaced by energy justice.

In practical terms this means:

- ❖ No one suffers a cold home in winter, and homes are healthy to live in year round.
- ❖ Everyone is empowered to take action on energy and support net zero.
- ❖ Every building is zero carbon and liveable.
- ❖ Places are shaped for sustainable energy.
- ❖ The energy system is green, smart, fair and works for all of us.

[Donate](#)

The year in numbers 2024-25

22,593

People supported by our freephone energy advice service.



30,462

Survey responses received in our research to understand how people respond to electricity demand flexibility services.



£25 million*

Saved by our clients, through benefits claimed, insulation and new heating systems installed, fuel vouchers distributed, and much more.



755

Young people reached through our high-quality education and youth leadership programmes.



55

Climate action plans written for local authorities and community organisations.



£1,106*

Average saving per household for people who called our advice line. That's more than double the £525 average saving we achieved last year.

925

Community organisations supported to take action on climate change or tackling fuel poverty.



5,849

Energy efficiency measures installed as a result of our help – more than twice the number last year (2,400)

£1.9 million

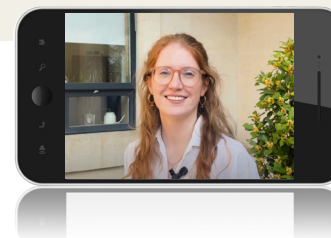
Value of grants distributed to 132 community organisations, enabling them to drive community focused energy projects reaching over 21,000 people.



Through our media work we achieved coverage with the potential to reach over 78 million people.

We had 7,285 followers on [LinkedIn](#) at the end of March 2025.

Our [YouTube](#) films had around 1.4m views. Four short energy advice videos account for over 910,000 of them.



* Financial savings are based on recorded data of the real financial savings achieved for each of our advice clients in one year (2024-25 alone). They exclude future years impacts e.g. savings made over the lifetime of the energy efficiency measures installed.

Policy and influence

The government's ambitious mission to decarbonise the electricity system by 2030, scale up the community energy sector and invest billions into retrofitting homes has opened significant doors for influence.

But ambitious targets mean nothing without smart implementation – and that's where CSE's expertise across the whole energy system becomes invaluable.



Regulatory wins and policy progress

Our influence is visible across the UK energy landscape. The Energy Security and Net Zero Committee report on retrofitting homes for net zero references CSE's evidence throughout and backs our asks for a new warm homes advice service and improving the quality of installations.

Ofgem's work on vulnerable customers has benefited from our input at many stages. We made key recommendations for the refreshed Consumer Vulnerability Strategy to ensure vulnerable customers and their representatives can contact their energy company easily, with additional protections when adopting innovative solutions.

CSE's research on inequalities in new flexibility markets has resulted in the government including a 'fairness principle' that energy companies must meet when creating new domestic products and services. We now sit on Ofgem's licensing working group to help turn that principle into reality.

The Regional Energy Strategic Plan (RESP) policy framework decision introduced new principles on transparency, collaboration and fairness that directly reflected our recommendations. And

after our persistent campaigning on broken smart meters, Ofgem finally obliged financial penalties for suppliers who don't meet repair targets.

Beyond regulatory change, we're pushing for better public engagement on net zero. We submitted evidence to the Energy Security & Net Zero Committee on the need for a national communications strategy, and worked directly with the government to ensure it is more effective in communicating the energy transition.

Through our membership in the Better Planning Coalition and the Future Homes Standard working group, CSE has consistently lobbied for the tightest environmental standards for new homes. The government has confirmed that it will adopt the tightest fabric efficiency standards it consulted on, gas boilers will effectively be banned in new homes, and all new-build homes will have solar panels fitted by default, cutting average energy bills by £530 per year.

The reinstatement of Minimum Energy Efficiency Standards for the private rental sector for 2030 – something we've been pushing for since Labour took power – shows how sustained advocacy creates lasting change.

Innovative tools and software

We pioneer new open-access software, tools and datasets to help people plan net zero improvements to their homes and neighbourhoods. These have been widely adopted by academics, energy consultants, local authority officers and the general public, demonstrating their effectiveness right across the energy system.

National Zoning Model

Our sophisticated National Zoning Model uses advanced data analysis to identify optimal locations for heat networks across England. This groundbreaking tool provided the data behind the first official heat network zoning maps released in Autumn 2024 by the Department for Energy Security and Net Zero.

gov.uk/government/collections/heat-network-zoning is used by national government.



Solar Wizard

This app calculates the potential to generate electricity from rooftop solar panels for homes in England, Scotland and Wales. It provides quick and independent predictions about the viability of solar PV, from a single house to a whole street.

solarwizard.org.uk has been used by over 40,000 people and 40 community organisations since its launch in June 2024. And we've worked in depth with six local authorities using the tool.



Impact Community Carbon Calculator

Want to know what your area's carbon footprint is? Let Impact tell you. Drawing on more than 30 datasets, Impact estimates the amount of greenhouse gases produced directly and indirectly in any parish, ward or local authority area in England, Scotland or Wales. It presents this information in a visually engaging way, designed to help communities act on reducing their carbon footprint.

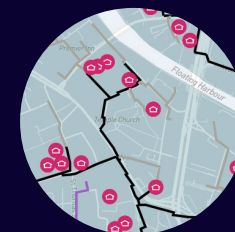
253 local authorities and 70 community organisations use impact-tool.org.uk.



THERMOS

By offering a much faster and more cost-effective and replicable way for planners to deliver viable heat maps for energy master planning, this unique, open-source modelling tool is revolutionising the opportunities for heat networks.

There are over 3,500 registered users of thermos-project.eu worldwide.



Research and consultancy

CSE's research provides a robust evidence base for action, and we continue to push the boundaries of innovative, collaborative and participatory research.

This year we have built our expertise in data analysis, modelling, software development, participatory methods, and multi-disciplinary research.



The National Buildings Model provides the government with different energy efficiency scenarios on which to build the policies that will shape millions of homes.

- ⚙️ Ofgem now uses our social vulnerability modelling to monitor the performance of all six Distribution Network Operators, to see how well each meets Priority Service Register targets.
- ⚙️ Our evaluation of National Grid Energy System Operator (NESO)'s Demand Flexibility Service drew on almost 16,000 survey responses plus in-depth interviews to improve this major national programme.
- ⚙️ We put people with lived experience at the centre of our research – recruiting community researchers to uncover energy injustices in two projects: [Guidelight](#) and [Challenging Power](#).
- ⚙️ Our heat and power modelling for Scottish and Southern Electricity Networks (SSEN) enables better estimates of grid reinforcement costs when considering heat network impacts for homes and businesses.
- ⚙️ Our national zoning model sits at the heart of government's heat network zoning programme. We've secured a place on the

new consultancy framework, which enables us to continue the work in collaboration with the Department for Energy Security and Net Zero (DESNZ) and other zoning consultants, allowing consistent national model application.

- ⚙️ We became a UKRI-recognised Independent Research Organisation – a badge of research excellence. Our first project with Sussex University explores household and community labour in the energy transition.
- ⚙️ When government needed evidence on supporting fuel-poor households to achieve net zero, they turned to CSE research and expertise for the DESNZ fuel poverty strategy review. Meanwhile, our ongoing work updating the National Buildings Model gives government analysts the tools to model different energy efficiency scenarios – directly informing the policies that will shape millions of homes.



Our work programmes

Each of our six work programmes focuses on where CSE has a strong track record, formidable skills and unique insight. They are areas where we are best placed to drive change and maximise our impact.

Our work programmes are the foundation of our **2024 organisational strategy** which directs how we work towards our vision and high-level objectives.

The following pages describe how we've had an impact in each work programme in 2024-25 ...

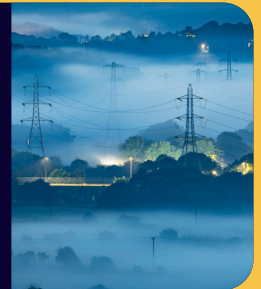
Fuel poverty



Housing energy retrofit



Local authority support and action for net zero



Community action on energy



Future generations



Fairness in the energy system



Fuel poverty OVERVIEW

This work programme covers our advice and support for people in fuel poverty or in vulnerable circumstances.

Our aim is to improve their wellbeing through reducing their energy costs, making their homes healthier and more comfortable and raising awareness of the actions they can take to save energy and increase their income.



Last financial year, over 22,500 households living in fuel poverty – or at risk of it – were supported by our advice team. We did this through one-to-one telephone support, long-term casework and at events and home visits. Our support provided benefit worth on average £1,106 per household. That's £25m in total.

Our newly formed benefits team provided over £1.3m additional income for the people we support and we awarded over £2m in fuel and shopping vouchers. Our advisors and volunteers provided energy saving advice to over 3,000 people at events across Bristol, Somerset and Wiltshire.

Our busy freephone advice line helped more people than ever. In particular, we can now extend our support with **more home visits** where we can demonstrate practical advice around heating controls, the draught-

proofing of windows and doors and other measures.

We also won funding from National Energy Action to work with a range of NHS departments and to provide training and support to improve the confidence of NHS staff to reach and refer fuel-poor patients on to CSE for support.

And we've supported over 500 households with **Smart Energy Action Plans**. These plans help people in vulnerable circumstances understand how they can benefit from the smart energy transition and not be left behind and made worse off. This has been particularly impactful in supporting our clients who have had heat pumps, solar panels or heating systems installed through grant schemes, with little, if any, information on how to use them.

Our advisors supported over 22,500 people, providing them with benefit worth on average £1,106 per household.

Fuel poverty IN FOCUS

Before she contacted CSE, Amy was struggling to keep up with the rising costs of energy and other necessities ...



When single parent Amy contacted CSE, she was facing a crushing struggle to keep up with the rising costs of energy and other necessities. Unable to work due to mental health issues caused by an abusive relationship, she owed thousands of pounds to friends and family that she couldn't possibly repay. But she couldn't see another way to afford both heating and food for her young family.

Luckily Amy was referred to CSE before the situation spiralled completely out of control.

Our energy advisor heard how Amy was receiving universal credit and child-tax credit and visited a weekly foodbank. But despite this, she and her children often went hungry. Her home was cold and damp as her oil central heating was expensive to run. Amy and her children were often unwell.

She was clued up on energy saving behaviours and knew of things she could do to make her situation better, such as buying draughtproofing or an electric blanket – but simply didn't have the money.

A benefits check by our advisor revealed that Amy was eligible for Personal Independence Payments (PIP), and a referral was made to Citizens Advice for further support. Since then, Amy was awarded PIP amounting to £3,778 a year. She was also given access to the Household Support Fund for help with vouchers for heating and food.

As Amy owns her home, she is entitled to funding for energy efficiency upgrades, such as an insulation top up or even a heat pump to replace her expensive oil boiler. We made referrals for both on her behalf.

Amy now has a plan and can see a brighter future for herself and her young children. A warmer home and extra income will help her take control of her circumstances and feel more secure in the long term.

Amy now has a plan and can see a brighter future for herself and her family.

Housing energy retrofit OVERVIEW

This work programme focuses on helping to make people's homes affordable, liveable and low carbon.

This means making sure they are thermally efficient, adequately ventilated, provide a healthy living environment and use a heating technology that's low carbon.



In 2024-25 our busy retrofit team supported 2,600 households with energy efficiency improvements. This included nearly 1,400 rooftop solar PV arrays, over 400 heat pumps and more than 900 large-scale insulation projects, along with thousands of additional smaller works from draught-proofing to lighting.

Some of these were delivered in partnership with Bristol and Somerset councils through the local-authority focused Home Upgrade Grant. Our work here delivered total savings to households of nearly £5m. Additional work under the Energy Company Obligation delivered over 3,000 measures with a total saving of over £10m.

In Swindon and Wiltshire, our retrofit experts continue to provide independent advice, and in-depth home surveys via our successful Local Energy Advice Demonstrator.

Much of our retrofit work is delivered through **Futureproof**, which has expanded the services offered to include an affordable try-it-and-see version of our in-depth support, and a heat pump survey designed to give people confidence in the quotes they receive from installers.

Retrofit West, the Community Interest Company created by CSE in 2023 to accelerate retrofit across the West of England, continues not only to deliver energy-efficient and sustainable home improvements, but also to build the supply chain and support businesses locally.

And in the wider retrofit world, through our participation in events and roundtables, and through lobbying government and local authorities, we are contributing to a focus on quality of all measures being installed.

Our work helping low income households access grant-funded schemes delivered 5,849 energy efficiency measures, saving people over £15m.

Housing energy retrofit IN FOCUS

Working with Somerset council, we helped turn Ralph's cold and damp house into a warmer and happier home ...



The Home Upgrade Grant (HUG) was a government-funded energy efficiency initiative that ran between 2023 and 2025 and was delivered via local authorities. It was targeted at low income households living in off-gas properties with a low Energy Performance Certificate (EPC).

CSE worked closely with Somerset council to identify eligible recipients and provide retrofit advice tailored to the specific needs of each property, ensuring proposals for funding aligned with the Home Upgrade Grant objectives and requirements.

In some cases, the impact was transformative. Take Ralph, who lives in a mid-terrace, solid walled home that had previously been difficult and expensive to heat and consequently cold and damp in winter.

Our Retrofit Coordinator Tom McGauran surveyed the home and specified a range of measures including solar PV, loft insulation, ventilation and new storage heaters. Funding worth around £35,000 was secured, and

weeks later Ralph's previously cold and damp home – and his quality of life – were transformed. “The equipment looks reliable and well made, and all the workmen were friendly, helpful and professional, keeping us informed and making a neat job of everything,” he said.

The Home Upgrade Grant is no longer running, but CSE's retrofit services team continues to offer project management and delivery for the Warm Homes: Local Grant that replaced it, and for the Warm Homes: Social Housing Fund.

Ralph's previously cold and damp home – and his quality of life – were transformed.

Local authority support and action for net zero

OVERVIEW

Local authorities face major challenges in tackling climate change at the local level. This work programme focuses on supporting them all, wherever they are on their path to net zero.

Our cross-disciplinary approach blends technical expertise, policy insight and stakeholder engagement skills.



As the government's Heat Network Zoning programme picks up pace, outputs from our ongoing work on the National Zoning Model are beginning to inform many local authority heat network studies, and identifying areas where heat networks are likely to be the lowest cost low carbon solution for heating buildings.

Following a successful Discovery Phase, CSE and UK Power Networks started work on the Alpha Phase of Flex Direct. This innovation project seeks to ensure that when social housing is retrofitted, grid flexibility is included in the process and tenants can benefit from it. We led the engagement with 28 local authorities and 20 social housing providers.

ActionHeat saw us overseeing support to 26 local authorities across Europe (see case study on next page).

Funded by the South West Net Zero Hub, we have been developing stages 1–3 of a Local Area Energy Plan for Devon, Dorset, Gloucestershire and Wiltshire. With input from Regen, we're creating technical and non-technical baselines and engaging distribution network operators, the National Energy System Operator and other stakeholders.

We worked with Bristol council on two major projects. The first looks at ways to reduce carbon emissions from developments while supporting a fairer, more sustainable energy system. The other, part of **Mission Net Zero**, aims to support local neighbourhoods to develop climate action projects; explore strategic investment opportunities to channel funding into local climate projects; and develop opportunities for green jobs and training in the region.

Funded by the South West Net Zero Hub, we have been developing stages 1–3 of a Local Area Energy Plan for Devon, Dorset, Gloucestershire and Wiltshire.

Local authority support and action for net zero

IN FOCUS

An EU-funded project is accelerating strategic heating and cooling planning in order to reduce dependency on fossil fuels ...

Act!onHeat explores the success factors, workflows and technical options involved when planning at local level for heat decarbonisation. A multi-year EU Horizon 2020 project, Act!onHeat has supported over 300 local authorities through technical studies, research and training.

Based on the use of **THERMOS** and Hotmaps, the project's key aim is to help identify locations best suited for heat networks along with wider technical research and planning advice around heating and cooling systems.

CSE's role as a technical partner saw us overseeing support to 26 local authorities across Europe using THERMOS to develop heat network prefeasibility studies. CSE worked directly with municipalities in Poland, Lithuania, Belgium and Austria as well as providing home-grown support to Durham County Council, Shropshire Council and West Midlands Combined Authority.

The work highlights the shared needs and challenges faced by local authorities across Europe. In addition to the direct support provided, a key outcome was the capacity-building of staff to equip them with the tools and knowledge needed to carry forward activities beyond the project's conclusion in late 2024.



<https://actionheat.eu/>

CSE oversaw support to 26 local authorities across Europe to develop heat network prefeasibility studies.



Community action on energy OVERVIEW

This work programme focuses on enabling communities to be at the forefront of designing and delivering community-based action on energy.



In the Forest of Dean we helped establish a now-thriving resident-led community energy group who are supporting the rollout of solar on community buildings and engaging citizens on how to take action on energy in their own lives. We also piloted a thermal imaging camera loan service that is now available across the district.

We shared our community energy expertise through the North West Community Energy Pathways programme, delivering the programme's Good Practice series of webinars and networking events to 168 attendees.

We play a critical role in the government's **national voluntary sector retrofit grant programme**, helping organisations make best use of funding, delivering community building audits, and providing ongoing retrofit support. And we carried out research for **Access** on the critical role of the community sector in retrofit service provision.

We're a core partner in Bristol's National Lottery-funded Climate Action Fund in which we offer carbon footprinting and carbon tracking support and training to 17 voluntary organisations across the city, to help them develop climate action plans that meet the needs and priorities of their communities.

This year we administered three different grant programmes and awarded grants totalling £1.9m to 132 community groups with which to run fuel poverty and community energy activities. In total we supported 925 community groups with training, support and advice to improve the lives of thousands.

With **Ashden** we established the Energy Learning Network which promotes best practice, enhances connections and encourages new entrants into the community energy sector, and supports groups to widen participation in their work.

We awarded grants totalling £1.9m to 132 community groups with which to run fuel poverty and community energy activities.

Community action on energy IN FOCUS

How we orchestrated the running of Green Open Homes events in West of England and North Somerset ...



One of the best ways to encourage people to make their homes more energy efficient is to show them how others in their community have done the same.

This is the inspiration behind Green Open Homes events and our participation in a [Local Energy Advice Demonstrator](#) project.

The aim was to share home energy efficiency and retrofit advice more widely by working hand in hand with local community organisations to run in-person events.

In partnership with Bath and West Community Energy, Bristol Energy Network and the South West Net Zero Hub, we worked with 18 community groups to host 37 Green Open Homes or similar events across West of England and North Somerset. Nearly 100 homes opened their doors to the public. Some homes were already retrofitted with insulation, renewable energy and other low-carbon measures. Others were just at the start of the journey, and served to show what was possible in the future.

We provided resources and grants to enable the delivery of these events. We also engaged built-heritage specialists Twyi Centre to support communities running events in older buildings, to ensure that the right emphasis was placed on repair and maintenance and sensitivity to historic features and fabric.

Additional activities led by CSE in North Somerset included running an Energy Expo Day with Portishead council, training events for homeowners to look at suitable retrofit options, and a youth-focused programme to engage young people through scout groups, libraries and events.

In all, we supported over 2,500 people to take the first steps on their retrofit journey. Follow-up surveys revealed that over 60% of them have since made a range of retrofit improvements in their homes.

We supported over 2,500 people take the first steps on their retrofit journey.

Future generations OVERVIEW

This work programme works to create a society in which young people are actively working to co-create a sustainable and energy-just future.

We aim to do this by stimulating a youth-powered energy transition, building a confident green skills workforce, and creating the space for intergenerational cohesion.



In this work programme we work with young people from ages 4-24, and in partnership with a range of experts across the UK. This year we reached 755 young people through our high-quality education and youth leadership programmes.

We delivered 20 climate change and energy workshops in 13 schools. Sessions were based on our free primary educational resources, **Energy Matters**, and in total we helped around 700 key stage 2 pupils to plan a green energy future for their local area and work with their Eco Committees to set climate action pledges in their schools.

Through the Youth Climate Action Fund, we helped to fund 32 youth-led climate action projects through 21 Bristol-based organisations. Projects included teaching young people to fix their bikes; supporting students with disabilities to create a drought-

resistant garden; and putting on a nature-themed club night. Also in Bristol, we worked with youth clubs and youth workers across the city to create opportunities for young people to join sustainability initiatives in their neighbourhoods.

Thirty-four young adults graduated from our transformative environmental leadership programme, **Bright Green Future**, participating in workshops on how the UK's energy system works and what it will take to make it smarter, fairer and cleaner, through to how to make any career 'green'. We now have a BGF Alumni Network made up of over 350 students aged 18-26 based all around the UK. Our staff continue to support them by providing a mixture of in-person and online green career training opportunities.

This year we reached 755 young people through our high-quality education and youth leadership programmes.

Future generations IN FOCUS

For Hdayet, Bright Green Future opened the door to following his heart and a career in sustainability ...



Hdayet joined Bright Green Future, CSE's youth empowerment programme, in 2024. He quickly grasped this unique opportunity to connect with like-minded young people with a strong interest in green issues.

"Where I'm from, not many people share my passion for the environment. So, joining BGF and finding so many others who are passionate about the same things was really beneficial to me."

Hdayet's experience forces us to ask difficult questions about accessibility in sustainability careers, particularly in the energy sector.

"We need to remove the barriers that prevent everyone from pursuing careers in sustainability," he reflects. "Your educational background shouldn't be an obstacle. It's crucial that these opportunities are accessible to people in all walks of life."

Hdayet's involvement with Bright Green Future deepened as he became an employee of the programme, mentor for other young people and a member of our Youth Advisory Board.

And he is now putting his skills to use as a young trustee for a London-based charity.

His story illustrates the impact of Bright Green Future in educating young people about sustainability while also empowering them to take on leadership roles in their communities. By providing practical skills and a supportive network, BGF helps to create a more diverse and inclusive energy sector.

www.bright-green-future.org.uk

Thirty-four young adults graduated from our transformative environmental leadership programme, Bright Green Future.

Fairness in the energy system OVERVIEW

This work programme focuses on achieving fairness in the energy system.

The way we produce and use energy is changing fast. But are these developments fair, or do they benefit the richer, the more technically savvy and the more digitally connected, at the expense of everyone else?



Our partnership with the National Energy System Operator (NESO) on five large projects is helping how Britain plans and operates its energy system. We've developed our consumer archetypes model to show how individual households will participate in the clean heat transition and supported development of new incentive schemes for more effective residential demand-side response.

We have worked extensively with network operators. As well as our ongoing Smart and Fair programme, we have explored who is currently benefitting from network flexibility markets, are supporting two different tools for networks to help consumers understand their home energy choices, and have continued our work providing data for networks to increase their support for people in vulnerable circumstances. We also sit on a number of advisory boards to scrutinise network transition plans.

In terms of the energy market, we are working closely with service providers on innovation projects, from large domestic flexibility trials to testing new smart technologies with people in their homes. Our Smart and Fair market monitoring has analysed over 170 different smart energy products, services and tariffs to help us understand who the smart energy market is working for. We shared this learning with over 300 people through free webinars, and fed it through to our customer advice and into the development of market regulation.

All of this work both learns from and feeds into our direct support to households through smart energy action plans and to communities through local energy advice providers. It underpins our independent data analysis and modelling of consumer participation and distributional impacts.

We researched compliance scheme design with 30 organisations to enhance customer protection in domestic flexibility markets.

Fairness in the energy system IN FOCUS

How do different households take part in energy flexibility services?



Three different projects illustrate how we work across the energy system to understand and improve fair and inclusive participation.

At the national level we are working closely with NESO and OVO on CrowdFlex, a major innovation project exploring how domestic flexibility can be used to help manage the electricity grid. Our work aims to understand how different households take part in flexibility services and make recommendations for improving inclusion and fairness as the service moves into mainstream delivery.

At the household level we have worked with Passiv to explore user feedback on their innovative heat pump smart thermostat. Our recommendations around installation, handover and useability will help to improve people's experiences of this type

of technology, which will be crucial for the successful rollout of heat pumps to meet net zero targets.

At the network level we have worked with National Grid Distribution System Operator to explore access to flexibility markets, concluding that this is being driven by technologies such as electric vehicles and heat pumps while those in low-income areas and rural regions are much less likely to participate. Our recommendations aim to address these inequalities and support participation for all consumers.

If followed, our recommendations will make participation in flexibility markets broader and fairer.

Making a difference OUR VOLUNTEERS



Regular social events for volunteers, like our recent gathering at the Bristol Zoo Project, further build skills through networking and energy-focused discussions.

Volunteers are vital to CSE's fuel poverty and energy efficiency advice work. This year, 25 volunteers helped at 18 public events, engaging with 137 local people about energy saving and home heating. They supported 65 home visits alongside our trained energy advisors, helping people understand their energy usage and make impactful changes to improve energy efficiency and make their homes warmer.

Beyond community outreach, our volunteers assist with office administration and advice line support. Weekly, an average of four volunteers contribute four hours each – that's over 832 hours of support in the past 12 months!

Since July 2024, we've conducted six volunteer training sessions covering energy advice and retrofit basics with 17 participants.

Chitra's story

"Volunteering with CSE has been an incredibly positive and enriching experience."

Chitra joined the CSE volunteer team after moving to the UK, seeking connection and purpose in her new home. After completing our Energy Essentials training, she began accompanying advisors on home visits, providing practical advice on draught reduction and heating efficiency.

"People truly value practical energy saving tips and behavioural advice," she says. "These small actions really make homes more efficient and comfortable."

For Chitra, volunteering offered both professional development and personal growth. She gained comprehensive knowledge of the UK energy sector, learning about energy providers, meter types, and cost-effective energy management strategies.



"This experience boosted my confidence as I adjusted to life in the UK," Chitra explains. "I now feel equipped to help others make meaningful changes, while I've found my own sense of community."

Chitra's journey demonstrates how volunteers, with proper support and training, make real differences in our energy system. Our volunteers aren't just extra hands – they're essential to our mission, strengthening our outreach and bringing human connection to the complex challenges of fuel poverty. Read more about volunteering with CSE here: www.cse.org.uk/volunteer-with-us

Our funders

Thank you to all CSE's funders and clients for their support of our work in the year ...

ACCESS - The Foundation for Social Investment	North West Net Zero Hub (hosted by Liverpool City Region) via CAG Consultants	Emerald Green Energy Ltd	Green Eco Energy Solutions	MCS Charitable Foundation
AECOM Limited		Energy Saving Group	Green Home Plans Ltd	Monza Installs
All Seasons Interiors Ltd	The Greater South East Net Zero Hub (hosted by Cambridge and Peterborough Combined Authority)	Energy Industry Voluntary Redress Scheme (via Energy Saving Trust)	Green Improve	National Education Union
Alliance Homes		EnergySmart	Green Land Energy Services Ltd	National Energy Action
Altum Organisation Ltd	Canterbury City Council	Engie Deutschland GmbH	Green Leaf Solar Energy UK Ltd	National Grid Electricity Distribution
Arun District Council	Citizens Advice	Environmental Resources Management Limited	Groundwork UK	National Grid ESO (now National Energy System Operator)
Ashden Climate Solutions	City Energy Network Ltd	Esmée Fairbairn Foundation	HEAT (Home Energy and Technology Ltd)	NHS Bath & North East Somerset Council, Swindon & Wiltshire ICB
The Association for Decentralised Energy (ADE)	Climate Change Committee	European Commission (Horizon 2020)	HelpinU	North Somerset Council
Bath and West Community Energy	Coleford Climate Action	Evolve Home Energy Solutions	Historic England	Northern Gas Networks
Bath & North East Somerset Council	Complete Remedial Solutions	First Choice Energy	Horsham District Council	Northern Powergrid
BBH Consulting AG	Consumer Council for Northern Ireland	Forest of Dean District Council	Hydrock	Nottingham City Council (on behalf of West Midlands Combined Authority)
Bloomberg Philanthropies	Cotswold District Council	Francis Winham Foundation	Iclei Action Fund (on behalf of Tides Foundation)	Ofgem
Bristol City Council	Cumbria Action for Sustainability	Frome Town Council	Innovate UK	Outlook Energy Solutions
Bristol City Leap	Curtis Anstee Eco Installations Ltd	GHE Solar Limited	Ipsos UK	OVO Energy
Bristol Climate and Nature Partnership CIC	D Louth Plumbing and Heating	Gloucester City Council	J&J Crump & Son Ltd	Oxfordshire County Council
Bristol Energy Cooperative	Department for Energy Security and Net Zero	Good Earth	JM ECO Installers	Passiv UK
Building for Humanity	Devon County Council	Good Homes Alliance	LD Eco Ltd	Portishead Town Council
Bureau d'études Greisch	Dorset Climate Action Network	Gower Street Trust	Local Trust	Pure Atom Energy
C&T Eco Consultants Ltd	Durham County Council	Grant Store Ltd	Locality	Quartet Community Foundation
Cadent Gas Limited	ECO Giants	Greater London Authority	London Borough of Merton Council	Qwala Limited
	Electricity North West Ltd	Greater Manchester Combined Authority	Love to Save Energy Limited	

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Our funders **cont ...**

Real Energy Ltd	Smart Energie Ltd	Sustainability First	The National Lottery Community Fund (Climate Action Fund)	Wellington Town Council
Regen	So Eco	SWALLOW - South West Action for Learning and Living Our Way Ltd	The Nature Conservancy	Wessex Community Energy Network
Repowering Ltd	Social Investment Business	Swindon Borough Council	Thirty Percy Foundation	Wessex Water Services Ltd
Retrofit West CIC	Solar Air UK	Switch Energy	Thrive Renewables Plc	Wessling Consulting Engineering GmbH & Co. KG
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Ricardo	Somerset Council	The Anchor Society	Timhy Services Ltd	Wiltshire Community Foundation
RJM Insulation	Southampton City Council	The Aurora Trust	UK Power Networks	Wiltshire Council
Scottish and Southern Electricity Networks	South Coast Building Company	The Barrow Cadbury Trust (Connect Fund)	Universidad Politecnica Madrid	Wintak Ltd
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SGN	South Gloucestershire Council	The Carbon Trust	ClimateXChange	
SIMP Services	South West Net Zero Hub (hosted by West of England Combined Authority)	The Eco Providers Uk	University of York	
Simply Eco Ltd	SP Energy Networks	The National Benevolent Charity	Wales & West Utilities Ltd	
	Steer Economic Development		WarmaUK	

... Together, we're tackling the injustice of fuel poverty and building lasting solutions to the climate emergency.

CSE is grateful to all members of staff and trustees whose hard work, dedication and compassion are central to the achievement of our mission and goals.

CHIEF EXECUTIVE

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Rachel Brisley

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William Gillis

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And thanks, also, to three trustees who stepped down in 2024-25: Jane Dennett-Thorpe, Kaye Welfare and Peter Capener.

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