



**annualreview2005**



## Introduction

Welcome to CEN's Annual Review for 2004/05. As you will read over the following pages, the year has been a busy one with our activities continuing to expand to help deliver a sustainable energy future.

From small beginnings, when CEN comprised one member of staff in an office near Croydon High Street, we have grown to 50 staff working across two offices in Kent and London, delivering local, regional and national programmes. This growth has been necessary to enable us to respond to the various political, environmental and social drivers that have influenced the sustainable energy agenda over recent years.

Our current programmes range from strategic network development to community installations, and from training for planners to competitions for school children. However, one thing remains central to them all: the fact that, together, they present the necessary steps to move our varied audiences from a lack of awareness to interest, right through to action. As we all know too well, it is only by taking action that we will achieve any of the many targets set for this sector.

The 'creative' part of our name has continued to resonate, with more and more innovative projects being implemented to challenge old ways of thinking, to enable us to do things better and to approach new areas of work.

Thanks to our staff, partners and funders, 2004/05 was a great year and we look forward to the opportunities presented in the next 12 months.



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## About CEN

Creative Environmental Networks - or CEN - is a not for profit organisation delivering a range of services to engage householders, businesses and communities in environmental and social improvement.

We have a long track record of successful project delivery in sustainable energy and fuel poverty. Founded in 1997, we now have 50 staff members based in our two offices in London and the South East.

Our success is based on a partnership approach, and we work across the UK with local, regional and national government bodies, charitable groups and commercial organisations.





# Strategic Support and Consultancy

Over the last few years, our sustainable energy support services have grown to meet the ever-increasing needs of local and regional government, housing associations and other partners.

From devising sustainable energy strategies and local development frameworks, to coordinating countywide partnerships and setting targets in housing strategies and planning guidance, we provide support which is carefully tailored to the needs of our partners.

Not only is this support vital to establishing commitment; it is also key in ensuring that commitment is translated into action.

## 2004/05

During 2004/05, we supported regional and local government to develop a number of partnership initiatives and successfully influenced strategy development and strategic thinking in some key areas.

The Kent Renewable Energy Network (KREN) has been working to deliver an action plan devised at the beginning of 2004 which aims to increase the number of renewable energy installations in the county. The Network, an open partnership of public bodies and stakeholders facilitated by CEN, focuses on increasing renewable energy generation in Kent and is overseen by a steering group comprising of representatives from Kent local authorities, SEEDA, GOSE and chaired by Kent County Council. Progress this year includes assisting community flagship installations, the development of a small scale hydro project, wood fuel and biomass market development and advisory work for master planners and the wider partnership.

The Renewable Energy Action for London - or REAL - partnership has been going from strength to strength, working with partners including the Association of London Government, the Energy Saving Trust, utilities and 16 London Boroughs to promote the uptake of renewable energy to community organisations such as local authority buildings, charities and not for profit organisations. The group's work ranges from strategic awareness raising through to facilitating actual installations of all renewable energy technologies (see the REAL case study on page 7 for further information). To date, we have supported around 80 clients across 25 boroughs, with 14 installations completed and a further 10 confirmed.

Our work to raise awareness and facilitate strategy development for affordable warmth continued this year, with the coordination of the production of the new Kent Health & Affordable Warmth Strategy. Produced in conjunction with a multi-agency steering group with input from a wide range of consultees, the strategy supersedes the document originally produced in 2001, outlining a number of objectives to guide the work of the steering group and wider partnership for the next three years. Aims include influencing local strategies and raising the profile of the issue among key decision makers, as well as carrying out effective marketing, advice and installation campaigns.

In London, affordable warmth strategies are being produced on a borough-by-borough basis and we are active members of a number of partnerships within South West London, including Merton, Hillingdon and Richmond, to help develop and deliver effective plans of action.

Through the Energy Saving Trust-funded Local Energy Support Teams, we are able to offer free and impartial support to 20 local authorities and a number of housing associations across Kent and South West London. In addition to facilitating much of the specific work described above, this programme also allows our staff to provide general support to develop capacity and understanding with respect to sustainable energy. During 2004/05, over 30 profile raising events were organised by the team and in excess of £1 million was levered into the areas. Partnership working with the local authorities and Local Strategic Partnerships meant that we were able to influence a number of important plans and strategies, including the Kent and Medway Structure Plan, Croydon's Unitary Development Plan and a number of Community Strategies.

As a result of the hard work of the CEN team, a significant step change has been seen this year throughout Kent and London towards sustainable energy best practice, and local authorities and numerous other partners have been helped to understand regional targets and how to accomplish them.





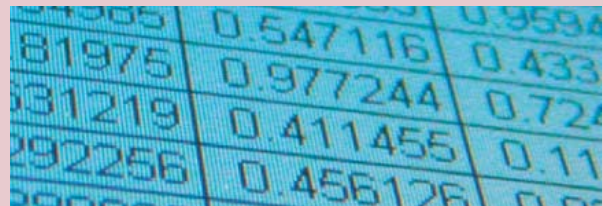
### Data Management Services

Over the last eight years, we have developed an advanced data management service, which is used widely by external partners and our own project teams for statutory reporting and strategy planning.

From data gathering and scanning, through to analysis, interpretation and mapping, the service allows local authorities to accurately report on their progress under the Home Energy Conservation Act (HECA) and provides the vital information needed to make decisions about where and how to deliver services and who schemes should target.

During the year, we gathered and processed energy efficiency and housing data for 15% of UK local authorities, enabling them

to complete their HECA returns and providing data for detailed data analysis through the CEN Strategy Planning Service, which was launched in 2003. This allows us to model the impact of different scenarios, providing information vital for setting future strategies, targets and budgets. For example, a local authority would be able to use this service to establish what action would need to be taken to achieve their HECA targets, and the funding required to implement the suggested plan.



### Planner and Developer Support Services

With Planning Policy Statement 22 requesting that local authorities encourage the integration of renewable energy into new developments and with more and more local authorities adopting local renewable energy policies, planners, building designers and the construction industry are facing a steep learning curve.

In response to these changes, we have set up a Policy, Planning and Developer Support programme which aids policy makers in developing sustainable energy policy, supports development control officers in overseeing adherence to those policies and assists developers to incorporate sustainable energy technologies which meet the local authority requirements.

For planners, we have been delivering a series of training sessions designed to increase knowledge of sustainable energy, backed up by a sustainable energy 'toolkit' and access to a free advice line for follow up enquiries.

For designers and developers, we are providing sustainable energy training and are producing options appraisals for energy efficiency and on-site renewable energy generation, including solar thermal, photovoltaics, wind power, ground source and biomass heating. In addition, we are supporting funding applications and are managing the installation process of a range of technologies.

To date, 26 planning authorities, including 400 planning staff and 100 elected members, have received training, funded by London Renewables and the Energy Saving Trust, and additional Sustainable Energy in Housing sessions have been held in conjunction with BRE in London, Peterborough and Newcastle.

A number of developers have also benefited from the service during 2004/05, including the Metropolitan Housing Trust and Croydon Voluntary Action, who are building the new Healthy Croydon Resource Centre on the site of an old hospital. The building is being designed by Bill Dunster Architects, the pioneers behind the BedZED scheme, and will be a mix between flats for residential use and a community centre, which will include offices, two community halls and an Internet cafe.

The building is being designed to considerably exceed Building Regulation energy efficiency standards, with triple glazing and super-insulation throughout. Following our renewable energy assessments for the site, heating and hot water will be provided using biomass technology in combination with a solar thermal system and on-site electricity will be generated from roof-mounted wind turbines and photovoltaic panels. The building work will begin at the end of 2005 and should last for around 15 months, during which time we will be levering in funding towards the costs of the technologies and managing the installation process.





# Working in the Community



Small communities have the power to initiate large-scale changes. It is for this reason that we concentrate much time and effort engaging and working with this sector.

From working in schools to training professionals and volunteers, from presenting to local groups to managing installations in village halls, we work hard to ensure that communities have access to free and impartial advice and hassle free installation services.

## 2004/05

During the year, we prepared energy efficiency and renewable energy assessments for over 80 community organisations across London and the South East, including schools, visitor centres and youth hostels. 14 of these then went ahead with renewable energy installations, with us supporting them through the installation process by sourcing appropriate products, recommending installers from our installer group, leveraging in part or whole funding and independently quality checking each job. To stimulate local interest in sustainable energy, we have then held events at each of these sites including training days, formal launches and fun days.

Through the Kent Watermills Hydro Project, we have identified around 100 sites that may be suitable for micro-hydro installations. It's estimated that Kent's potential for installed capacity could generate several times more power than a similar amount of installed PV or wind technology. To date, we've completed 25 pre-feasibility studies and we are now working to see three of these through to installation.

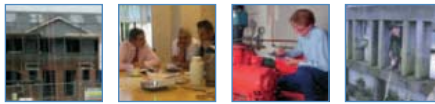
Good quality advice delivered face to face is a vital stage in the process of turning awareness into action. Through our various projects, including the Kent and South West London Energy Efficiency Advice Centres, we have been out and about presenting to around 150 community organisations during the year, from Women's Institutes to Landlord Associations. We also partner up with a wide range of organisations and charities to provide a more complete package of care and assistance to members of the community through multi-agency advice surgeries. Partners on such projects have included the Fire Service, Age Concern, Citizen's Advice Bureaux and the NHS.

Through the npower Health Through Warmth scheme, we have been engaging with health, social care and community involvement workers to ensure that available assistance is effectively delivered to the most vulnerable and hardest to reach in society, improving health and promoting quality of life and independence. We completed 40 training sessions for this sector during the year and, as a result, received 260 referrals on behalf of vulnerable householders at risk from fuel poverty. Since the inception of the programme in 2002, over 1,700 key community workers have been trained and over 1000 referrals received.

Recognising the importance of introducing sustainable energy to the younger members of our community, we offer a range of

schemes to schools. During the year, we have organised events, including assemblies, competitions and workshops, which allow teachers, pupils, parents and governors to learn about energy and the environment in fun and innovative ways. We are also able to provide energy lesson planning packs for teachers and full energy audits for the school building, detailing recommendations for energy efficiency and renewable energy improvements.





### Kent Solar Car Challenge

In the summer of 2004, CEN ran the first Kent Solar Car Challenge with funding from Pfizer, GOSE and the Kent local authorities. Over 400 children from 50 schools took part in the challenge in which they had to construct two solar powered cars from kits - one car to enter into a 'Fast Car' race competition, and the other to enter into a 'Best Body' design competition in borough wide heats.

The Solar Car Challenge is a great way for children to learn about sustainable energy, as well as art, design and technology in a fun, different and exciting way, whilst covering many aspects of their curriculum. The competition was so successful that we have obtained further funding from Pfizer and other partners to run the challenge again this year, but this time with a County Final where the winners of the borough heats will compete to become the Kent champions.



### Renewable Energy Action London

The way we use energy in London has tremendous implications for the environment and the economy. The Mayor's Energy Strategy aims to reduce London's contribution to climate change and alleviate fuel poverty through increasing the adoption of renewable and energy efficiency technologies.

In partnership with London's local authorities and other environmental organisations, we launched Renewable Energy Action London (REAL) in 2003, with the key aims to facilitate community scale renewable energy installations and promote sustainable energy in London.

#### A holistic approach

REAL focuses on overcoming the obstacles to renewable energy in the non-domestic sector by supporting key decision makers, including policy officers and planners, growing demand and building industry capacity to equip professionals to meet the increasing demand for the technologies.

#### REAL in the community

Engaging communities is a key aspect of REAL's strategy, which is committed to ensuring community organisations and other local groups become involved in all aspects of sustainability.

During the year, the REAL project team helped a number of organisations benefit from renewable energy, with a total of 14 installations and launches completed, 10 more confirmed and 40 grant funding applications submitted.

The National Maritime Museum was one of the organisations assisted, with the REAL team sourcing £45,000 in funding from the Major Demonstration Programme and the EDF Green Fund for the installation of a 9KWp photovoltaic system which will soon be installed on its southwest wing.

Other organisations assisted included the The Parchmore Centre, the Shiraz Mirza Hall, the St Pancras Youth Hostel and a number of schools across the capital.





# Encouraging Action at Home

With 27 per cent of UK carbon emissions coming from the domestic sector, improving the energy performance of homes is key to combating climate change.

Since CEN's inception, we have been working to overcome the various barriers to installation of energy efficiency and sustainable energy technologies, looking at processes holistically to bring together all of the elements necessary to encourage action. These include providing impartial advice, identifying the right product at the right price, tendering and coordinating trusted installer networks and leveraging in third party finance. Finally, we bring all of these together in a programme with CEN as the coordinator, facilitator and the independent quality controller.

We now operate a number of programmes which apply these general principles successfully, including energy efficiency, solar facilitation, discount schemes for the domestic and community sector and installer-based initiatives. To date, we have installed over 40,000 measures into peoples' homes.

## 2004/05

This year we experienced an increase in telephone enquiries, receiving over 55,000 calls from members of the public. This included callers to the Energy Saving Trust's National Energy Efficiency Hotline for which we are the managing agent, customers to our two Energy Efficiency Advice Centres and people calling any one of our other scheme specific telephone lines. As well as receiving general advice, a third of our callers took direct action, being referred for a grant or discount scheme.

This included referrals to the Energy Smart discount scheme, our main delivery mechanism for energy efficiency measures, which saw a 50 per cent increase in activity this year.

Through Energy Smart, we facilitate installations by managing effective, locally relevant marketing campaigns, providing an ongoing single point of contact through our ten-strong Advice Team and continually quality checking and biannually tendering our installers through the CEN Installer Group.

In total, we facilitated over 3500 installations during the year – that's over £1.1 million worth of insulation, 50 per cent of which came from utility Energy Efficiency Commitment (EEC) funding.

A number of local 'brands' have been developed for the promotion of our Energy Smart scheme, either because we've added a localised name or because we have taken on the management of an existing local authority discount scheme. These include Kent Action to Save Heat, Guildford Housewarmers and Warm & Wise.

Energy Smart Boilers also continued to increase its activity this year, with the launch of a web-based registration service for Corgi Registered installers who wish to become involved in the scheme. Energy Smart Boilers is one of a few boiler discount schemes in the UK. Through the scheme, we have partnered with EDF Energy, Plumb Centre and boiler manufacturers to provide clients with the



best value boilers available, making the replacement of boilers and the installation of new central heating systems as economical as possible.

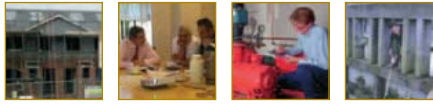
Over 1700 installers throughout the UK are registered and almost 20,000 boilers have been accessed through the scheme since its inception.

Achieving domestic energy efficiency is a key way of preventing and eradicating fuel poverty and CEN's fuel poverty installation scheme, Coldbusters, has had a busy year with 1200 applications being received and processed through the scheme. We manage local and regional government grant funding under the Coldbusters banner to install energy efficient heating and insulation measures in private sector properties. By incorporating funding from the Government Warmfront grant and from the utility Energy Efficiency Commitment, local funding is optimised to achieve the best value for the local authority and the best possible service for the resident. We have been running Coldbusters since 1997 and the scheme now has an annual budget of over £2.7 million working across 20 local authority areas.

This year the Sunrise scheme has also seen further growth with almost 200 installations being completed. Sunrise is the UK's first not-for-profit bulk solar discount scheme for solar hot water heating and photovoltaics. Through the scheme, CEN have been able to negotiate substantial discounts with both suppliers and installers and have levered in additional grant funding, keeping the cost to the client as low as possible.







## Hotspots

This winter, we had more interest than ever before in our Energy Smart and KASH insulation discount schemes thanks to Hotspots, with 1000 more installations than we would normally expect.

Funded by the Energy Saving Trust's Innovation Programme, Hotspots is a research and marketing campaign. Building type, energy efficiency data and demographic figures are plotted onto Geographical Information Systems (GIS) to produce maps illustrating where there is a high potential for insulation among 'fuel rich' households. These areas are then targeted with marketing messages designed specifically for their situation.

### The analysis stage

During the summer, we collated and analysed a range of data to produce maps and marketing strategies for each of the 20 local authorities. The data came from a variety of sources: home energy check data that had been collected by the local EEACs and councils was used to map presence of insulation and other measures, while home condition report data available from certain areas provided other housing information. Census 2001 data was used to map additional data points, such as housing type and ownership, presence of central heating and income bracket.

The analysis yielded very interesting results. For example, in a typical borough, there is the potential for around 17,000 installations. Interestingly, 50 per cent of these tend to be concentrated into one fifth of the borough's area.

### The marketing stage

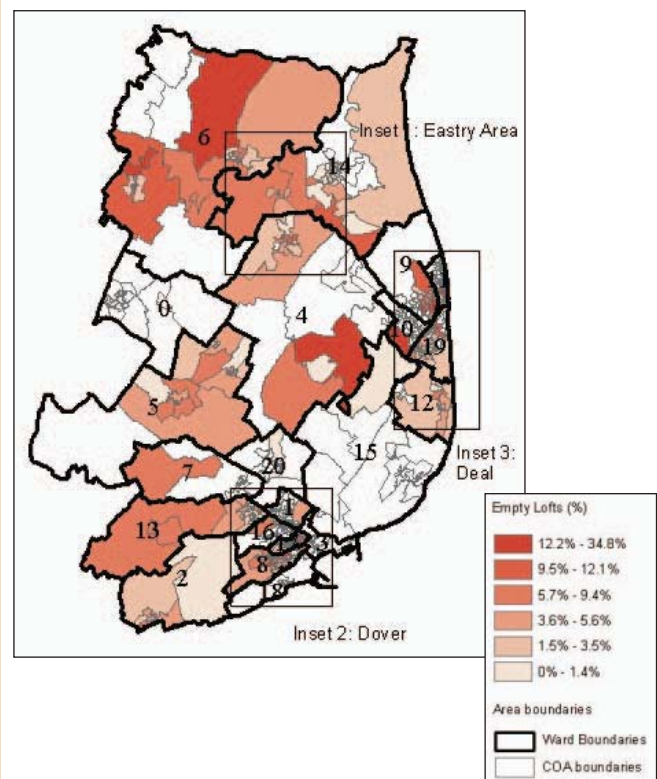
Using the strategies we had developed, we began marketing the insulation schemes in November. The first stage of the marketing involved low level activities, including press releases and specifically designed posters and leaflets displayed on roadsides, in shops and in community centres within each 'Hotspot'.

In February, we followed this up with targeted, personally addressed mailings to 47,000 residents. The letters were generally written on local authority headed paper and were specifically tailored, depending upon what the residents within each 'Hotspot' required. Returns from these mailings varied from 3-6 per cent, depending upon the detail of the data available for analysis.

### Future plans

The project has another year left to run and we will be taking lessons learnt from this first stage, along with some new ideas, to develop the plans for year two.

For example, as well as targeting a similar audience to the first year, we are also looking to market specific measures to households off the mains gas network and who are therefore eligible for greater Energy Efficiency Commitment discounts. We have also discovered that boilers in need of replacement come in 'Hotspots' and we plan to pilot some targeted marketing to this group.





# Supporting Social Housing Providers



With social housing representing approximately 20 per cent of domestic stock in the country, social housing providers have a key role to play in helping to reduce carbon emissions from the domestic sector, as well as having a duty to provide decent homes for their often vulnerable residents.

To help facilitate action in this sector, we provide a comprehensive support service for social housing providers to encourage and facilitate sustainable energy installations in their housing stock. This includes supporting decision makers, completing site assessments and options appraisals for energy efficiency, CHP and renewable energy technologies and intensive support and financial assistance throughout the installation process.

Recognising the importance of engaging residents from the outset, we also work with local residents, consulting with them, providing training and hosting energy days to introduce them to beacon installations in their community.

## 2004/05

During the year, we have worked with a number of housing providers across London and the South East, completing stock assessments, renewable energy options appraisals and managing installation programmes on their behalf.

This included work with Thanet District Council to install flat plate solar hot water systems on six of their existing properties and Nuair Sun Warm solar thermal and whole house ventilation systems into six new build properties. In both cases, 50 per cent funding was levered in from the Government's Clearskies programme and local residents received a presentation on sustainable energy, introducing them to the new systems.

Following the installation of photovoltaic panels on the roofs of a number of their houses, we worked with Moat Housing to produce a detailed Sustainable Living Guide for their residents, covering everything from composting and sustainable travel options to water and energy conservation, and held Energy Fun Days at some of their sites to promote sustainable energy issues to adults and children alike.

Through a partnership with MHS Homes, we helped lever in over £100,000 worth of Energy Efficiency Commitment funding to install insulation into 14,000 flats.

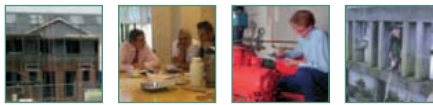
A vital step in the transition to sustainable energy use is strategic support and training, and we have developed a training module covering all aspects of sustainable energy practise and policy for social housing providers. This has been delivered to a number of housing associations and local authorities, tailoring this as appropriate to the state of the organisation's stock and their areas of interest.

Through an Energy Saving Trust funded programme, we have been working intensively with seven social housing providers in Kent to provide structured support services for existing and new developments. This has involved working with Development and Maintenance Officers within social housing teams, enabling them to access grants, prioritise sites for action and identify appropriate sustainable energy technology for projects.

The work includes a partnership with Maidstone Housing Trust, a housing association that has recently taken over the management of the stock from the council. During the year, we completed a whole stock assessment of their 6000 properties, leading to the creation of a valuable sustainable energy assessment tool. The results of the assessment are now being used to help organise and prioritise their maintenance programme.

We are also supporting several of the local providers to access Community Energy Programme funding and Clearskies grants, as well negotiating significant discounts on solar installations by forming a purchasing consortium.





### Amicus Powers Ahead

We have been working with the Amicus Group to install an EC Power Mini Combined Heat and Power (CHP) unit in their new sheltered housing development in Swale, Kent – the first installation of its kind in the South East.

The combined heat and power (CHP) unit sits alongside the other boilers at the Abbeyfields sheltered housing site but produces both heat and electricity for residents. An engine generates electricity but, unlike electricity power stations where heat is lost to the atmosphere, the heat from the engine is captured and used around the building for hot water and central heating. Not only does this reduce costs but also decreases emissions of the greenhouse gas carbon dioxide.

This innovative use of cutting edge technology will provide environmental, social and economic benefits for both Amicus and their tenants. Mary Bennell, Director of Procurement and Assets explains “We are installing CHP with a private wire to provide our tenants with reduced energy bills and to reduce the carbon dioxide emissions from the site. Mini CHP is a new technology for Swale Housing Association, so we are looking forward to seeing the social, environmental and economic benefits”

Mini CHP is an ideal technology for any site with reasonable heat and electricity requirements, but a number of barriers currently exist to the installation of this new technology. To help facilitate the installation process, we have developed a package of assistance, which includes free and impartial advice and support, site reviews and feasibility assessments plus a range of financial assistance such as grant leverage, interest free loans and supply contract negotiations. CEN are also able to manage the entire process, right through to installation, including providing energy awareness sessions for tenants.

During the year, we completed site appraisals for 50 organisations on a variety of buildings including sheltered housing developments, hostels, swimming pools, farms and universities. In addition, we have supported a number of architects and contractors to advise on the incorporation of CHP into developments and have worked with planning authorities to advise planning applicants of the energy reduction potential of CHP.



# Energy Management Programmes

Local authorities and many businesses are responsible for the maintenance of their buildings, from offices and leisure centres, to schools and theatres.

Providing energy solutions for this variety of building types and uses requires a specific approach and we have developed a number of programmes to help facilitate action in these sectors.

Launched in January 2003, Business Sense is CEN's support service focused on energy efficiency in the non-domestic sector. Through it we provide impartial advice on sustainable energy, enabling organisations to reduce their fuel costs and help protect the environment. The service includes an initial business energy check, site energy reviews, access to a qualified installer network, design advice from energy-conscious architects and training.

## 2004/05

Business Sense really took off this year, with over 80 audits and events being carried out for a number of private business and local authority partners including Shell International, Nando's Restaurants, X Leisure and local authorities in London and the South East.

These included audits undertaken as part of Carbon Management Programmes with local authorities such as Maidstone Borough Council, the London Borough of Hillingdon and Medway Council. The programmes involved carrying out site reviews on a sample of each building type in the councils' portfolios, from offices through to theatres and leisure centres, and completing reports with recommendations for reducing carbon emissions and energy bills for the stock.

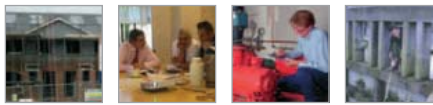
In addition, strong partnerships have been developed with a range of local networks such as EnVibe, an Environmental Business Excellence Partnership, Groundwork and Kent County Council's Kent Sustainable Business Partnership and we are supporting businesses through these programmes, which also tackle issues including waste management and environmental procurement.

In February this year, we began supporting the London Borough of Croydon in the delivery of their Local Authority Carbon Management Programme and we will be completing site assessments and organising energy installations through our tendered network of installers on their behalf.

Business Sense carried out an audit for a hotel in London with the following results:

- The hotel's gas and electricity spend was £43,500 per annum.
- We identified savings of £12,915 per year - 29 per cent of their usual bill.
- £2,320 of these were no cost or low cost measures, including low energy lighting, lighting controls, insulation measures and switching off appliances left on standby
- We also calculated that a mains gas connection would save the hotel £10,700 per year for an initial investment of £25,000 - a two to three year payback





**The Business Sense Approach**



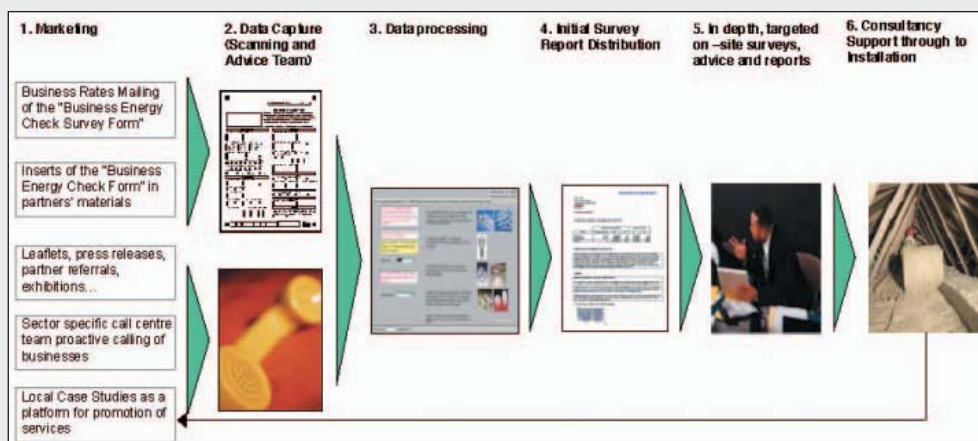
With the growing threat of climate change and the significant economic benefits, sustainable energy improvement is vital. Business accounts for approximately 35% of total energy consumption in the UK and, with small and medium sized enterprises (SMEs) making up 99% of all businesses, it is a sector that must not be neglected.

**CEN's approach delivers cost effective carbon savings through the following approach:**

- A technology-enabled service captures data of SMEs through CEN's Business Energy Check and its call handling and telephone advice services.
- We use this data to provide each of these SMEs with tailored Initial Survey Reports providing simple advice to saving carbon and money.
- The data captured also enables the team to focus its resources and expertise on SMEs where significant carbon savings can be made through in-depth on site audits and survey reports.
- The team then provides ongoing support, coordinating the installation of sustainable energy measures; handholding clients right the way through to installation

**Our approach takes all the hassle out of implementing energy efficiency programmes in this sector:**

- The traditionally high cost of providing sustainable energy support for SMEs is overcome through the technology enabled approach that ensures a wide range of SMEs are provided with tailored advice and appropriate levels of support.
- Through the data that is made available, expert resource is focused on those SMEs where the potential for achievable carbon savings are greatest.
- The integrated approach ensures that sufficient expert resource is focused on those SMEs where greatest benefit can be achieved.
- Support is provided right the way through the installation process, removing the key barriers of hassle and time.



# Partners

Throughout the year, we worked with a number of partners including:

AES  
Amicus Housing Association  
Applegas  
Ashford Borough Council  
Ashford Primary Care Trust  
Association of London Government  
Bridge House Estates Trust  
British BioGen  
Canterbury & Coastal Primary Care Trust  
Canterbury City Council  
Cel-F Solar Systems Ltd  
Cherlsfield Solar  
Chiltern Future Energy Ltd  
Cholwell Energy Systems  
CPL Energy Systems Ltd  
Croydon Primary Care Trust  
Dando International  
Dartford Borough Council  
Dartford Gravesham & Swanley Primary Care Trust  
Dawsetway  
Dover District Council  
Dulas Ltd  
EAGA  
East Kent Coastal Teaching Primary Care Trust  
EC Power  
Econergy  
EDF Energy  
Energy Saving Trust  
Energy Solutions North West London  
Epsom & St Helier NHS Trust  
European Union  
Future Heating  
Future Heating Ltd  
Genersys  
Glow-worm Boilers  
Government Office for London  
Government Office of the South East  
Gravesham Borough Council  
Greater London Authority  
Green Generation Ltd  
Groundwork  
Guildford Borough Council  
Guildford Environmental Forum  
Hillingdon Primary Care Trust  
Ideal Boilers  
Invest to Save  
Kent & Medway Strategic Health Authority  
Kent Business Link  
Kent County Council  
Kent Design  
Kent Fire Service  
Kent Home Improvement Agencies  
Kent Sustainable Business Partnership  
Keston Boilers  
Kingston Hospital NHS Trust  
Kingston Primary Care Trust  
Local Government Association  
London Borough of Barking & Dagenham  
London Borough of Barnet  
London Borough of Bexley  
London Borough of Brent  
London Borough of Bromley  
London Borough of Croydon  
London Borough of Greenwich  
London Borough of Hammersmith and Fulham  
London Borough of Haringey  
London Borough of Harrow  
London Borough of Hillingdon  
London Borough of Hounslow  
London Borough of Lambeth  
London Borough of Lewisham  
London Borough of Merton  
London Borough of Richmond-upon-Thames  
London Borough of Southwark  
London Borough of Sutton  
London Borough of Waltham Forest  
London Borough of Wandsworth  
London Borough of Westminster  
London Development Agency  
London Sustainability Exchange  
Maidstone Borough Council  
Maidstone Weald Primary Care Trust  
Mayday Healthcare NHS Trust  
Medway Council  
Medway Housing Society  
Medway Primary Care Trust  
Moat Housing Association  
Natural Discovery Ltd  
NEA  
North East London Energy Efficiency Advice Centre  
npower  
Nuair Ltd  
Pfizer  
Phillips  
Plumb Center  
Proven Energy  
Purley Memorial Hospital  
Richmond & Twickenham Primary Care Trust  
Riomay  
Royal Borough of Kingston-upon-Thames  
Scottish Power  
SEI  
Sevenoaks District Council  
Shepway District Council  
Shepway Primary Care Trust  
Solar Century  
Solargen  
Solarworks  
South East Climate Change Partnership  
South East England Development Agency  
South East England Regional Assembly  
South London & Maudsley NHS Trust  
South West Kent Primary Care Trust  
St George's Healthcare NHS Trust  
Sustainable Energy Installations  
Sutton & Merton Primary Care Trust  
Swale Borough Council  
Swale Primary Care Trust  
Thames and Central Energy Efficiency Advice Centre  
Thanet District Council  
The Appliance Warehouse  
The Pension Service  
The SEED Programme  
Thermoserv  
Tonbridge & Malling Borough Council  
Tonbridge Wells Borough Council  
Wandsworth Primary Care Trust  
Worcester Bosch Group

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