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MAKE THE SWITCH CASE STUDY #ONE

THE CHALLENGE:

HIGH RUNNING COSTS FROM GAS COMBI BOILER

THE SOLUTION:

100% EFFICIENT ELECTRIC COMBI BOILER

Key Points

- Existing gas boiler was 15 years old and only 65% efficient
- Customer was experiencing high running costs
- Simple boiler swap with new boiler serving existing radiators and pipework
- Three-bedroom dormer bungalow in St Clement
- Estimated £1,500 per year reduction in running costs

The Challenge

Mr B is a Contracts Director for a local drainage firm who lives in a three-bedroom bungalow in St Clement. He approached Jersey Electricity as his existing gas combination boiler was proving very expensive to run. With the existing boiler getting towards the end of its life, Mr B wanted to consider the replacement options available.

The Solution

The Energy Solutions team visited Mr B to understand his requirements and carry out a full assessment of the home and heating needs. With the existing radiators and pipework in good condition, the most cost-effective option was to simply exchange the gas combi boiler for an electric combi boiler.

The 'Whole House Sizing Method' was then used to calculate the heating demand of the property. The Solutions Team prepared a quote for a 12kw electric combi boiler with a new set of heating controls.



We used details from the property survey, such as dwelling type, size and insulation levels, to correctly size the new boiler.



Energy
Solutions

Product and efficiency

The EHC Comet electric combi is a combined boiler and hot water cylinder making it a straight replacement for Mr B's existing gas combi boiler. Normans are the local stockists of EHC products with boilers available in 9kW, 12kW or 14kW options.

The new electric boiler has no waste gases or flue, delivering heat at 100% efficiency – a 35% improvement on the gas boiler. To improve heat distribution and energy efficiency the existing heating system was cleaned by powerflushing remove sludge and debris.

The carbon emissions from electricity are around eight times less per unit than gas so Mr B's carbon footprint was instantly reduced.



The new EHC Comet was installed in the same location as the previous boiler to minimise disruption

Installation and maintenance

The EHC boiler includes a two-year guarantee with all workmanship covered by a one-year guarantee. The integrated stainless steel hot water cylinder carries a ten-year guarantee.

The system is predominantly low maintenance, however we recommend an annual inspection.

'The installation was carried out in an efficient and professional manner. I would highly recommend Jersey Electricity Building Services.'

The client's perspective

'From the first point of contact, through advice and guidance to installation, I found each and every member of staff to be knowledgeable in their field, polite and professional.'

Running costs Mr B advised his running costs were as follows:

	ELECTRICITY	GAS	TOTAL
BEFORE	£40 PER MONTH	+ £185 PER MONTH	£225 PER MONTH
AFTER	£85 PER MONTH		£85 PER MONTH
SAVING			£140 PER MONTH → £1,680 PER YEAR

Product supplier:



Installation:



Energy Solutions

Contact details

Web: www.jec.co.uk

Email: jec@jec.co.uk

Tel: 01534 505460

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MAKE THE SWITCH CASE STUDY #TWO

THE CHALLENGE:

CUSTOMER UNHAPPY WITH HEATING SERVICE FROM EXISTING PROVIDER

THE SOLUTION:

END-TO-END ELECTRIC HEATING PACKAGE

Key Points

- 1980s three bedroom with wet central heating served by boiler in the garage
- The customer's existing gas boiler was over 10 years old and approximately 65% efficient
- The replacement 100% efficient electric boiler was installed in the same location, providing a tidy 'white box-off, white box-on' solution
- Existing radiators and pipework were retained and power-flushed to improve system efficiency
- Installation costs were £3,500, this included additional works required to fix a pre-existing leak detected during the install

The Challenge

Mr and Mrs B contacted Jersey Electricity as their gas boiler was coming to the end of its life and they were unhappy with the level of service from their current fuel provider. Having been 'messed around' once too often regarding billing disputes, they applied for a free heating review in person at the Jersey Electricity Customer Care reception. Mr B commented: 'The difference in customer care was like chalk and cheese, Jersey Electricity were outstanding.'

The Solution

Adrian Hadley from JE Energy Solutions carried out a thorough review of the property and heating system. With a wet central heating system already in place, and in good condition, it made sense to retain the existing radiators, pipework and hot water cylinder. The gas boiler simply needed to be removed and replaced with an electric unit, with a new power supply wired in between the boiler and the meter. Considerations such as property size, insulation levels and window types were recorded and used to size the boiler appropriately.



'The difference in customer care was like chalk and cheese, Jersey Electricity were outstanding.'



Energy
Solutions

Product and efficiency

The Electric Heating Company (EHC) Fusion Comet boiler is a versatile boiler that can be used with radiators or underfloor pipework. The boiler is virtually silent in operation and has multiple fail-safes built in. With no combustion an electric boiler is significantly safer than oil or gas with no risk of carbon monoxide, fumes or explosion. The boiler comes with a two-year standard warranty for both parts and labour with the option of extending this for up to five years from date of purchase.

Electric boilers are 100% efficient as they directly convert electricity into heat at the point of use. No heat is wasted out of a chimney or flue, with all created heat going directly into the system.

Installation and maintenance

The installation was carried out by a two-man team from Jersey Electricity Building Services. Although the radiators and pipework were in good condition, a full system power-flush was required to validate the boiler warranty. This also has the benefit of removing sludge and deposits from the system therefore improving the heating system's efficiency. Electric boilers are predominantly low maintenance, however an annual inspection is recommended.



Before and after the installation. The box-off, box-on solution minimises disruption and redecoration.



Q&A

Why did you choose Jersey Electricity to help you fuel switch?

There was a deal on at the time and they offered the whole package – they could get the job done before Christmas and even offered to loan us temporary heaters while the work was going on.

What did you think about the level of service provided?

Everyone involved was excellent, it's great to be able to walk into Customer Care and get things sorted. The surveyor was pro-active and made sure the install kept ticking along without any problems.

Were you happy with the installation?

The install all went smoothly. The guys found a pressure issue which was traced back to a pin hole leak in the existing system. The pressure issue had been going on a while but had never been picked up before, the JEBS team really took the time to get to the bottom of the problem and sort it out. They even left their personal mobile numbers in case there were any issues out of hours.

What has been the impact on your running costs?

Our running costs are definitely cheaper than they were previously. It's also really convenient with the Smart Meter now as the read is completed remotely and everything comes through via email.

Are you glad you made the switch to electric heating?
100%. I've even convinced two of my colleagues to make the switch as well!

Product supplier:



Installation:



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Contact details

Web: www.jec.co.uk

Email: jec@jec.co.uk

Tel: 01534 505460

Clear investment. Pure energy.

MAKE THE SWITCH

CASE STUDY #THREE

THE CHALLENGE:

NEW HEATING SYSTEM FOR UNHEATED OFFICE

THE SOLUTION:

SMART PANEL RADIATORS WITH WI-FI / APP CONTROLLABILITY

Key Points

- Ground floor office converted from St Helier period town house
- Client has taken on new lease of the office with no heating provided
- Energy Solutions team offered impartial advice on most suitable options
- Cost effective solution identified and installed in-house to minimise costs
- 100% efficient, modern design, app-controllable panel heaters installed

The Challenge

Liquid approach Energy Solutions for independent heating advice after taking on a new office lease. The ground floor office in Bond Street did not include any heating provision so the Energy Solutions team provided free, independent advice to help Liquid identify the most appropriate heating solution.

Creative Director Glen Smith summarised the requirements: 'As a creative agency we were ideally looking for a heating system that was discreet and complemented the interior design of the office. Obviously capital cost was a major consideration whilst ensuring staff are kept warm and comfortable at work.'

The Solution

The Energy Solutions team carried out a brief site visit and discussed various options with the Liquid team. With no wet heating infrastructure in place an all-electric, direct heating option was the obvious choice. Storage heating was considered as a lower running cost option, but this would have meant higher up-front costs from both a materials and installation perspective. Smart panel heaters were recommended and radiator sizing calculations completed to ensure the office would be adequately heated.

'Obviously capital cost was a major consideration while ensuring staff are kept warm and comfortable.'



Energy
Solutions

Product & efficiency

The Electric Heating Company ecoSAVE is a 100% efficient direct acting panel heater. The heater has an integrated 24/7 timer and digital thermostat to ensure the office would only be heated to the temperature required, at the times required. Liquid chose to purchase a Smart Control pack allowing remote control of the heating via an app – perfect for late working or bank holidays that do not fit with the standard time programme. The ecoSAVE includes a ten year guarantee on the body and two year warranty on electronics.

The carbon emissions from electricity are around 7-8x less per unit than oil or gas, so compared with other heating fuels, electricity delivers a very low carbon footprint.



Installation & maintenance

Liquid purchased the specified heaters directly from Normans and used their own electrician for the installation. The five heaters required only half a day of installation time, meaning there was minimum disruption to the office relocation while works were ongoing. EcoSAVE heaters include easy installation wall brackets and come pre-wired with a 13A socket and safety cut-out to prevent overheating. The system is predominantly low maintenance, however an annual inspection is recommended.



Heaters have been positioned close to workstations to ensure staff comfort.

Slim line heater designs suits installation in narrow spaces such as corridors.

The client's perspective

Glen Smith commented;

'We were unsure of our heating options for the new office, so a site visit from the Energy Solutions team was really useful. They measured up, then provided a plan with recommendations on size and siting of ecoSAVE heaters for each part of the office. The units themselves are slim and unobtrusive,

good value for money and heat the office perfectly. An added bonus is that they can be controlled remotely via an app on my phone, which is great for occasions like bank holidays where I need to skip the programmed schedule as there won't be anybody in the office.'

Product:



Contact details
Web: www.jec.co.uk
Email: jec@jec.co.uk
Tel: 01534 505460

Clear investment. Pure energy.

MAKE THE SWITCH CASE STUDY #FOUR

THE CHALLENGE:

RENEW EXISTING MIXED PANEL HEATER SYSTEM

THE SOLUTION:

MODERN SMART PANEL HEATER SYSTEM WITH APP-CONTROLLABILITY

Key Points

- The customer wanted more attractive, modern-look heaters
- Existing heating was a mixture of aged panel heaters plugged into sockets
- Flexible working hours meant remote controllability via a smart app had significant benefits
- Two-bedroom ground floor flat in St Helier
- Affordable solution using existing wiring, quick and easy installation

The Challenge

Miss W recently purchased a two-bedroom St Helier flat. Having redecorated the property, the existing panel heaters, a mixture of different models of approximately 15+ years old, looked tired against the modern décor. She needed an affordable solution that would not require disruptive works to the newly decorated property.

The Solution

A review of the existing heating provision by the Energy Solutions team quickly identified that a like-for-like renewal was the best course. A brand new wet central heating system would be expensive and disruptive; storage heaters would require significant re-wiring works. By modernising the panel heater system Miss W also benefits from remote app-controllability. The remote control can deliver significant energy savings as Miss W works full-time in education and therefore does not have a fixed weekly schedule.



Panel heaters are a great solution for flats and small properties. WiFi connectivity offers full control of your heating via a smart phone or tablet.

Product and efficiency

The Electric Heating Company ecoSAVE is a 100% efficient direct acting panel heater. The heater has an integrated 24/7 timer and digital thermostat so heat is only delivered up to the temperature required, at the times required. Miss W purchased a Smart Control pack that allows remote control of the heating via an app. This is ideal for her flexible working hours or simply for those wanting the convenience of heating control via their phone or tablet. The ecoSAVE includes a ten-year guarantee on the body and two-year warranty on electronics.

The carbon emissions from electricity are around 7-8x less per unit than oil or gas, so compared with other heating fuels, electricity delivers a very low carbon footprint.



Installation and maintenance

Miss W used her own electrician for the supply and installation. EcoSAVE heaters include easy installation wall brackets and come pre-wired with a 13A socket and safety cut-out to prevent overheating. The new ecoSAVE heaters simply replaced the previous panel heaters and used the existing sockets. The system is predominantly low maintenance, however an annual inspection is recommended.

Miss W's panel heaters are connected to the General Domestic Tariff (14.5 pence per unit). Panel heaters can be connected to the Economy 20+ tariff (10.22 pence per unit for 20 hours per day) if certain wiring requirements are met. The existing wiring in Miss W's flat did not suit an E20+ installation without disruptive works.



EHC ecoSAVE heaters are slim with a stylish finned design. The heaters are available in a range of sizes and power outputs to suit any application.

The client's perspective

'I am delighted with the look and controllability of the EHC ecoSAVE. Being able to remotely turn the heating on when I leave work so it's warm when I get home is a real benefit.' Miss W, St Helier

Product:



Product supplier:



Installation:



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Solutions**

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Email: jec@jec.co.uk

Tel: 01534 505460