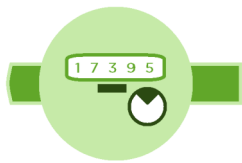


# First Choice Homes Oldham



First Choice Homes Oldham (FCHO) is a housing association that manages 12,000 homes. It has over 2,000 properties connected to district heating on over 50 schemes.

FCHO retrofitted heat metering equipment to its networks so that it could help its residents to better understand their energy usage and to help tackle fuel poverty.



The district heating system provides heating and hot water to the residents from a gas fired boiler on demand. Before the heat meters were installed, residents paid a fixed charge each month.

Heat meters were installed into each property, giving householders direct control over their heating and hot water consumption. Each resident now pays for what they use, rather than what is available.



Gaining 'ownership' of their energy consumption has had a positive impact on residents' bills. **9 out of 10 residents pay less** now than they were doing on the standard charge with **63% reporting having halved** their heating and hot water bills or more.

Billing information is collected electronically using an innovative radio device, so residents do not need to be disturbed to collect the consumption information. By only producing the amount of heat and hot water that is needed by the residents the housing association has been able to run the district heating systems more efficiently, using less fuel which has helped to reduce costs and carbon emissions.



"All I have to do is use the simple control board. It's a fantastic improvement on the old fixed charge system."

- Mr Jagger, FCHO Resident



"It was clear right away that the heat metering systems would result in reduced fuel costs for the vast majority of tenants but, critically, it would also introduce real fairness."

- Martin Latham, Heating Service Manager