

## Energy Matters

The energy and sustainability service's newsletter  
Issue 57 September 2023



### [Energy supply contract updates](#)

Updates on current and future supply contracts; and on how you purchase the Energy and sustainability service



### [Energy Pricing](#)

The latest information on pricing for financial year 2024/25



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## Contract updates



### Energy & Sustainability Service – IMPORTANT information about service delivery for 2024/24

As NYES start the buy-back process, you will notice that the pricing for the Energy and sustainability service will appear on the Property Solutions estimate. This is the start of the process to integrate these vitally linked services. But this is the only change for 2024/25, everything else remains the same.... the same products, the same staff, the same contacts.

### Electricity and water bills

We are aware that the delays in receiving bills from our new electricity supplier, EDF, and water supplier, Smarta, are causing some inconvenience. The suppliers have been spending time to be sure that our accounts are set up properly before releasing bills, in order to prevent any necessity for a rebill. However, the accounts are now set up and many bills have been released. If you haven't yet seen yours, it should be with you by the end of September, but if you wish to contact the supplier directly for an update you can do so using the following contact details:



#### Electricity – EDF Energy

Contact the team at [CCSCustomerServices@edfenergy.com](mailto:CCSCustomerServices@edfenergy.com)

View your bills on EDF's online portal:

[EDF Energy - My Account login](#)



#### Water – Smarta Water

Contact the team at [ccs@smartawater.com](mailto:ccs@smartawater.com)

#### A note about EDF's bills:

We have received some panicked emails about the bills from EDF. Please note that EDF show the accumulated balance on their invoices – if they haven't received payment for a previous bill then the "Balance to pay" on the most recent invoice includes a "Balance brought forward" figure. Do take care to only pay what is due on the latest invoice, if a payment has crossed with the new bill.

#### A note about EDF's on-line portal:

You should have received an email from EDF containing details on how to access their on-line portal, where you can download and pay bills. You will notice when you first log on that you can see a summary dashboard that includes information on the wider portfolio. Please

#### Invoice summary

<b>Supply charges for this period</b>
Consumption charges for this period
Fixed charges
<b>Total supply charges for this period =</b>
<b>Total distribution charges for this period</b>
Total transmission and agent charges for this period
Total Climate Change Levy
<b>Invoice total (excl. VAT)</b>
VAT on €3,064.74 at 20%
<b>VAT total =</b>
<b>Invoice total for this period (Incl. VAT)</b>
<b>Total balance brought forward</b>
<b>Total to pay (incl. VAT)</b>

note that the details shown relate to NYC sites and not to any schools or academies. You should only be able to access details for your own account(s). If you can see details for other accounts then please email the details to [Tamzin.Wallace@edfenergy.com](mailto:Tamzin.Wallace@edfenergy.com) so she can correct it.

**Liquid fuel (heating oil and kerosene)**

The current contract for the supply of liquid fuel (heating oil and kerosene) ends soon, and NYC have started a procurement exercise to secure a new contract.

If your school doesn't currently use the NYC liquid fuel contract but is interested in doing so, please contact us by emailing [energy.team@northyorks.gov.uk](mailto:energy.team@northyorks.gov.uk) with "liquid fuel contract" in the subject line.

To help the new supplier get the right delivery vehicle to you, we will be sending out a short questionnaire to check some details

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**Energy pricing**

**Electricity (EDF Energy)**

The estimated average delivered price for 2024/25 is 26.8p/kWh.

**Gas (Corona Energy)**

Due to the purchasing strategy adopted to help with the volatile market, pricing is set for each month. The below are forecast prices for the rest of this financial year. Please note the % purchased provides an indication of certainty on the estimated average p/kWh. The p/kWh provided below is an estimated average across the whole portfolio, and what appears on bills will be different.

23/24 forecast							
Item	Sept.23	Oct.23	Nov.23	Dec.23	Jan.24	Feb.24	Mar.24
% purchased	90%	87%	77%	68%	70%	66%	78%
Est. average p/kWh	16.9	13.92	10.3	10.37	9.87	10.08	10.3

This is the forecast for the 2024/25 gas pricing.

24/25 forecast												
Item	Apr.24	May.24	Jun.24	Jul.24	Aug.24	Sept.24	Oct.24	Nov.24	Dec.24	Jan.25	Feb.25	Mar.25
% purchased	23%	35%	59%	69%	69%	54%	52%	35%	31%	28%	28%	34%
Est. average p/kWh	4.67	4.6	4.58	4.61	4.62	4.67	4.96	5.04	5.17	5.33	5.24	4.88

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## Electricity meters

Since we moved to our new electricity supplier in April, some schools have been receiving regular visits from a meter reader. These visits have been necessary because of problems communicating with the modern half-hourly and AMR-enabled meters that can be read remotely. The causes have been identified and are being fixed, but due to the large size of our portfolio it is taking a little time to get around all the meters.

Some of the communications problems can be fixed by simply replacing the SIM card in the meter – similar to the SIM card in a mobile phone, this allows the supplier to connect to the meter using the mobile network. This is a fix that can be carried out without interrupting the power supply, so please assist the supplier by allowing early access to your meter.

Some older meters will need to be replaced to resolve the problems. This may mean interruption to the power supply. If it does, EDF are happy to set an appointment date and time that works for you, whether that is after hours or during the school holidays, do carry out the work.

**“Dumb” meters:** There are still a small number of schools with old-fashioned “dumb” meters that can’t be read remotely. Previous attempts to upgrade these meters may have failed for a number of reasons, such as poor mobile reception at the meter location or difficulty in fitting the new meter in. As technology is constantly improving, we hope that it will now be possible to upgrade all remaining dumb meters. If you have one of these meters you will be contacted soon by EDF, with a view to exploring the options.

It is in everyone’s interest to resolve all metering problems as soon as possible, to enable accurate bills and stop the inconvenient visits to your school; so EDF very much appreciate your help in facilitating access.



### Meter readings:

Please don’t fall into the common trap of thinking that because you have an AMR-enabled meter, you don’t need to read it. AMR-enabled meters can and do go wrong, and very often the only way to spot when that happens is by comparing the readings on the bill with the reading on the meter. The Energy Team will do this for you – and notify both the school and the supplier, if we think you have a problem – but we need your help. You need to enter your energy meter readings into SystemsLink. If you don’t know how to do that, just send an email to [energy.team@northyorks.gov.uk](mailto:energy.team@northyorks.gov.uk) and we will help.

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## What we did this summer: community conservation

This summer the Energy team got 'hands on' with some practical conservation work at Foxglove Covert nature reserve in Catterick Garrison, with a day of habitat management in this hidden gem of countryside. Keeping the foliage in check and pathways open is vital to the continued use of this community resource. Members of the team used the annual volunteer day provided by NYC allowing them to contribute to community-based projects throughout North Yorkshire.



Community groups and local charities rely on the time and expertise of people who can volunteer for community benefit. NYC are keen to support our communities and enable our staff to make a positive contribution, whilst potentially learning new skills and helping North Yorkshire thrive. Staff can provide their time, knowledge and skills for one day community volunteer leave per year. If your community have something we could help with then please get in touch via [energy.team@northyorks.gov.uk](mailto:energy.team@northyorks.gov.uk) as we always looking for new ways to spend next years' volunteer day.



To find out more please visit

[How can you support North Yorkshire communities using volunteer leave](#)



**Foxglove Covert Local Nature Reserve** is situated on the edge of Catterick Garrison, centrally located for schools in the Dales and the Vale of York. The site is set up to help enthusiastic young learners make the most of the great outdoors. It provides an ideal opportunity for students of all ages to explore and discover the natural world. With a full programme of activities such as pond-dipping or mini-beast hunting, it helps bring fun into learning. Bespoke visits are easily arranged - the natural world inspires art and poetry as well as providing the building blocks for a good understanding of environmental science. It has both indoor and outdoor classrooms, toilets, parking and a kitchen where tired staff can revive with a cuppa!

You can ring for a chat on 01748 830045, or more detail can be found on our website:

[foxglovecovert.org.uk/education/](http://foxglovecovert.org.uk/education/)



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## Hot Water Heater Timers – essential checks

On a recent visit to a school, it was noticed that quite a large hot water heater fitted with a timer was in fact on constant (I), so this water heater was on 24/7, 365 days a year.

Some modern water heaters have good insulation, hence heat losses when not used are low. Some larger, older water heaters - the type you find over the Belfast sink in the caretaker's cupboard for example - are not as efficient and heat losses are much higher.

More often than not these timers are fitted at higher level, so if someone has put it on constant it can go undiscovered for months, even years. Please check to ensure firstly, you have a hot water timer on all wall mounted electric water heater; and secondly, they are set at the clock position and the times for operation are set correctly.

Some can be very fiddly and over complicated. Usually, you will be able to find an operation manual online if you have difficulty. Please remember to always ensure you follow legionella protocol when operating hot water heater timers!



This situation brings to mind the “that’s not my job” in the “who is responsible” category!

*“Anybody could have done it, but Nobody did it. Somebody got angry about that, because it was Everybody's job. Everybody thought Anybody could do it, but Nobody realized that Everybody wouldn't do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done.”*



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## Earth Anxiety: A Young Person's view on the world

*We welcome for this edition of Energy matters a guest writer completing her work experience within the energy and sustainability service. 17-year-old Emilie Bell, daughter of our resident superhero Power down Pete, gives her thoughts on the Climate Crisis.*

As a young person in the 21<sup>st</sup> century it is easy to become frustrated with the world and particularly the choices that are putting it at risk. Me and my friend recently discussed the predicted temperatures for this summer. We began to worry greatly about the state of the earth and so to explain this we coined the term **earth anxiety**.

For us, earth anxiety is to worry of the future of our world as a result of decisions made today and it is often caused by the ignorance of others towards this climate emergency. Often in school we hear people mock Greta Thunberg but in reality, she was the one who had the ability to speak out about her own earth anxiety to some of the biggest leaders in the world. Without her, our voices would be lost as we would still be aimlessly trying to convince leaders that climate change is an urgent, pressing emergency.

In secondary school we heard very little about the state of the climate in comparison to primary school so it made pupils ignorant to the impacts of their decisions. Computers and lights left on for hours, no separation of bins and high levels of food wastage. This is not what should be happening! Too often I've seen children carelessly chuck all their lunch into the nearest bin as they 'don't want it anymore' and thus the endless cycle of wastage continues with no repercussions. Have strikes about climate change now become a necessity as it is the only way to reach through to people?

In the summer of 2021 I witnessed an Extinction Rebellion protest during a family holiday to London. They blocked roads, had protesting tea ladies and people running with multiple phones just to keep in contact and stay organised. This served as a reminder that despite the pandemic there was still a climate emergency which is becoming more and more prevalent today. These past few weeks in Italy we've seen consistent rising temperatures and in South Korea they are facing devastating flooding giving us a warning that something needs to be done quickly. Awareness in schools is essential and easier access to information for young people is needed as without it, young people can remain in the dark about the gravity of the situation.

Something needs to be done and quickly so that the world can be protected and so that we can keep living on the planet with little risk for the rest of our lives. If we act now, young people and future generations will be eternally grateful for the decisions made.

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## Power-down Pete is back in action...

for another term of saving the planet a kid at a time.

Schools who are part of the Primary Package from the Energy and Sustainability Service can book now at no extra cost.

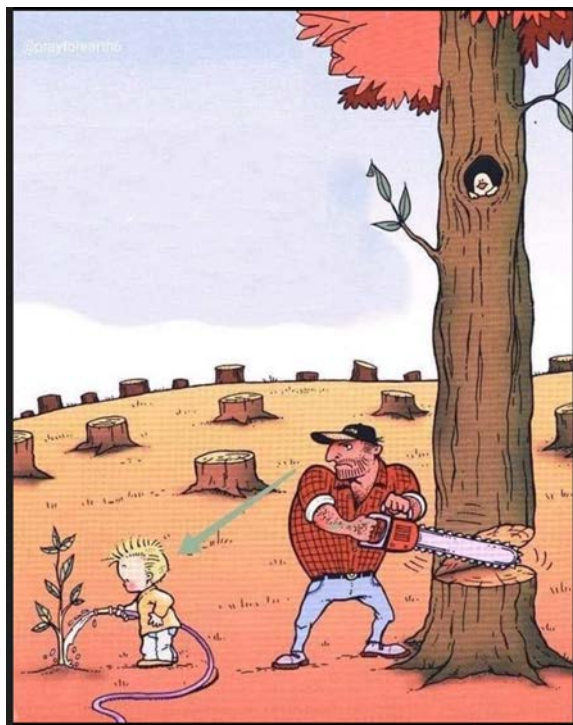
Power-down Pete has been delivering assemblies, workshops, eco days and meeting with Eco-teams for over 14 years.

His work has been commended by one head teacher as “relevant, fun and fun of learning.”

His latest incarnation is “ARPete Switch that light out!” a World War 2 experience bringing together what we did in World War 2 to save resources and what we must do in the era of a climate emergency to protect the resources we have left. Switch that light out and make do and mend!

Enthuse the children in your school with energy efficiency actions and gain accreditation on the international Eco-Schools programme. You will also be delivering elements of the DFE policy on climate change and sustainability.

For a range of activities and to discuss your requirements please contact [Peter.bell@northyorks.gov.uk](mailto:Peter.bell@northyorks.gov.uk)



The importance of environmental education for future generations

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## A bit of planning can slash costs!

We're all feeling the effects of the energy crisis, and for schools with so many demands on their budget the problem can be crippling. But with a little forward planning, there are ways to reduce or avoid both energy and maintenance costs to help ease the pressure.

Here are some suggestions every school can tackle to make savings.

### Heating controls - holiday settings:

Schools are in occupancy 195 days a year. If the settings on the heating controls don't factor in holidays, a school may be heated for 260 days a year.

By entering school holiday dates, the gas bills for one school in North Yorkshire went from 90,000kWh per year to 67,500kWh per year – a saving of approximately £10,000.

Don't forget to check hot water boilers, if those are stand-alone.

### Heating controls - target temperature:

The average temperature in England, across the year, is 10°C. If a school is heated to 22°C, that is an average uplift of 12°C of heat per day. Reducing the target temperature to 19°C means an average addition uplift of only 9°C of heat per day. This is a saving of 25% on the fuel required to heat the school, just by reducing the target temperature by a few degrees. In general occupants don't notice a reduction in temperature of this level.

If a school can turn down the thermometer and reduce consumption from 120,000kWh per year to 90,000 kWh per year, the saving could be £4,500pa.

### Maintenance and repairs:

Regular maintenance is essential to prevent the need for costly emergency action.

For example, radiators often get stuck when not used for six months, as happens over the summer period. This may not be immediately obvious at the start of the heating season but tackling the problem as and when a radiator is reported as being cold can be a very expensive approach.

One school with 60 radiators used to average 12 callouts a year for radiators that were not working, at a cost of £200 a callout. Carrying out a heating test last September revealed that 7 radiators were stuck. One callout fixed the lot. The result: no emergency callout in January to fix the heating when snow is on the ground, and no need to close the school.

Preventative maintenance can cut costs by margins of 30 to 60%.

### Heating policy:

People all feel the cold differently, so it can be impossible to find a temperature everybody is comfortable with. Therefore, suitable clothing is crucial for comfort. Someone who is always cold can add layers, while someone who is always warm can shed layers. (Or they can open the window – letting that expensively heated air escape to the outdoors.)

Dress appropriately, rather than turning the heat up - nothing responds quicker to the cold than a fleece.

### Housekeeping:

A typical building loses 4°C overnight in February. 8°C is typical over a weekend. This means if doors are kept closed when people go home you do not need to top the heating up.

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## The North Yorkshire & York Healthy Schools Programme

The North Yorkshire & York Healthy Schools Programme goes from strength to strength each academic year. 77% of schools in North Yorkshire have registered with the programme and 117 schools have achieved an award. We welcome York schools to the scheme, some of whom started the award at the end of the summer term. **The Programme is free for all maintained and academy schools in North Yorkshire & York**

More information about the Healthy Schools Award is available via the website <https://healthyschoolsnorthyorks.org/> and this is where new schools can register for the award.

**We really recommend that schools attend some ‘Getting Started Training’ to enable a successful submission for a Healthy Schools award.** This training is aimed at schools newly signed up to the programme or schools that have previously registered but need a refresh of how to achieve an award. Schools can get in touch at any time to ask for support at [healthyschools@northyorks.gov.uk](mailto:healthyschools@northyorks.gov.uk)

<b>Getting Started on the Healthy Schools Programme</b>	
All training runs online	
Tuesday 10th October 2023 @ 1:30-3pm	Course Code: SI-1023-T001
Wednesday 29th November @ 3:45-5pm	Course Code: SI-1123-T015

Following the positive feedback about the **face-to-face Healthy Schools Network** we ran we are keen to provide more of these around the County so thank you to the following schools who are hosting an after-school network meeting for us.

<b>After school Face to Face Healthy Schools Network meetings</b>	
<ul style="list-style-type: none"> <li>The network will be facilitated by the North Yorkshire &amp; York Healthy School co-ordinators (schools can be at any point towards achieving / have achieved a healthy schools award including just starting out)</li> <li>Further network meetings will be organised for other areas of the County through the academic year</li> </ul> <p><b>Free to all North Yorkshire &amp; York schools but please do book on via NYES</b></p>	
<b>Selby Area</b> Barwic Parade Primary School, Petre Ave, Selby, YO8 8DJ	Tuesday 24th October 2023 4-5:30pm Course Code: SI-1023-T009
<b>Northallerton Area</b> Alverton Community Primary School Mount Rd, Northallerton, DL6 1RB	Thursday 9th November 2023 4-5:30pm Course Code: SI-1123-T026



## **Free training to support cooking with pupils with Phunky Foods in partnership with Healthy Schools**

**Tuesday 7<sup>th</sup> November 2023 1.30-4.30pm**

**Course Code: SI-1023-T003**

Bilton Area Methodist Church Hall 205 Skipton Rd, Harrogate HG1 3EX

A practical session to support primary schools to be able to deliver more cooking sessions with pupils with a focus on healthy eating messages. This session is free to attend and can be attended by any member of staff who can support pupils with practical cooking sessions. Please book your free place/s (up to 2 per school) via NYES using the above course code.



## **Healthy Schools Pupil Event**

**Monday 27<sup>th</sup> November**

**East Barnby Outdoor Education Centre, East Barnby, Whitby, YO21 3SA**

**10am-2pm**

**Course Code: SI-1123-T014**

**Free for all North Yorkshire & York schools**

Aimed at key stage 2 pupils, up to 10 pupils per school

Schools who have recently achieved an award will be presented with their certificate

Accessible for all schools wherever they are on their Healthy Schools journey. Pupils will engage in four interactive workshops around the following themes:

- Oral Health – with Harrogate dental health team
- Cooking / reducing food waste – with NYES catering and NY Rotters
- Positive mental wellbeing with Compass Phoenix
- Forest schools with the East Barnby education team.

Please book your places as soon as possible on NYES using the above course code and letting us know how many pupils and which key stage, along with how many staff members will be attending. Any queries please contact us: [healthyschools@northyorks.gov.uk](mailto:healthyschools@northyorks.gov.uk)

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