

Lab Theme 01

Fuel Poverty Scoping

Session Notes



What would we like to see by January?

What's the Bromford offer around Fuel Poverty?

A flexible offer rather than a one size fits all approach.

Some tech tests - with resourcing plan for what scaling up would look like.

Being savvier around data - particularly matching people to property types.

Who are the very best partnerships we should be connecting with?

Who are the tech entrepreneurs and innovators we should be working with?

A legacy for our findings with an appropriate resource plan.

Some myths busted: for example are pre-pay meters necessarily a bad thing?

What's identified as outside of scope? What are the things we've decided NOT to do and why?

What should our approach be?

Heavily customer focused - this isn't about top down design. Start with the user.

An 80/20 approach - let's look for simple quick wins that benefit the most.

Avoid 'misery maps' - focus on strengths and potential.

Focusing on behaviours not just asset solutions.

What could big audacious goals look like?

How far could we go with deal relationship linking to fuel poverty?

What's the most ambitious we could possibly be around future asset standards and energy efficiency?

Zero customers across Bromford without supply - perhaps making use of default opt-out settings.

Enabling customers to have a 'single view' of how their home is performing

What don't we know that we think we should?

What do customers think would be radical but acceptable solutions?

Better data mapping - not just around fuel poverty but with the factors that cause fuel poverty

What is the suggested next step?

Establish 'minimum viable data' to identify customers most at risk.

Explore how we could best begin conversations with these. E.g Multi Skilled Coach role