# CEE Centre for Energy Equality

## Title: Progress Update on Fairer Warmth System Enhancements for Net Zero Terrace (NZT) Project

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**Issue 1**

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# 1 Purpose

This report is provided to demonstrate the core functionality required to enable Net Zero Terrace (NZT) participants to engage and express interest in participating. It also establishes the functionality for NZT scheme administrators to monitor expressions of interest and begin the process of enrolling participants in NZT schemes. Finally, it shows progress on how the system shall evolve to incorporate downstream requirements of participants in NZT portfolio projects.

# 2 Project Requirements

During the SIF Alpha phase of NZT, Centre for Energy Equality (CEE) was tasked with modifying the Fairer Warmth app to meet specific needs of the project. This report outlines the key system modifications designed to support the project's deliverables.

The modifications to the Fairer Warmth system tailored for the NZT project include:

- NZT Specific Information
- Targeted Recommendations
- Express Interest Functionality

# 3 Fairer Warmth System Enhancements

CEE has initiated targeted system modifications to the Fairer Warmth App to support the NZT project. These enhancements aim to deliver personalised content to householders within specific postcodes and enable engagement with the NZT initiative.

## 3.1 NZT Specific Information

The Fairer Warmth system now hosts bespoke content tailored for the NZT project, designed to educate and engage householders in relation to the NZT project and the opportunities that it may present.
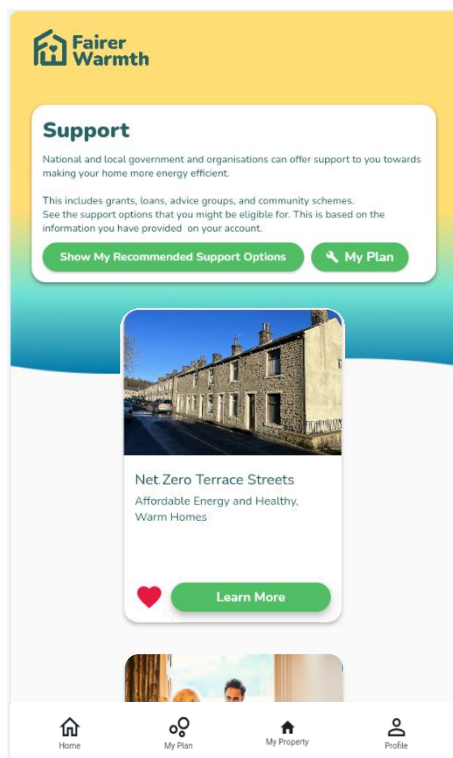


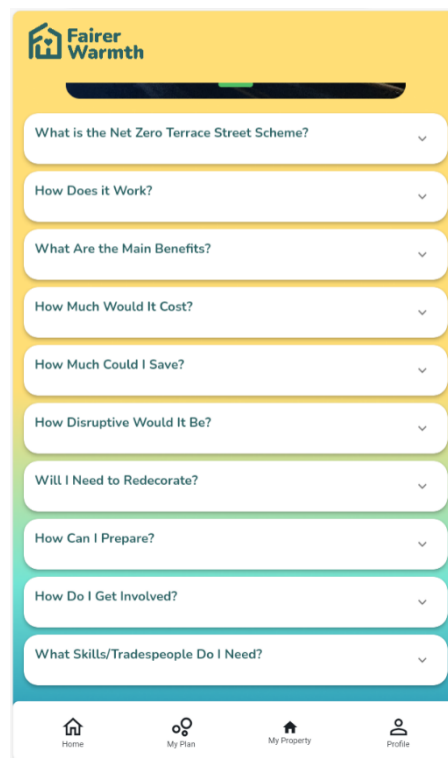*Figure 1 Screenshot showcasing NZT support card with in the Fairer Warmth System*



*Figure 2: Screenshot of NZT article content - section headings.*

## 3.2  Targeted Recommendations

The system has been enhanced to recommend NZT articles exclusively to households in designated postcodes. This feature is scalable and adaptable to future criteria adjustments as the NZT project requirements evolve.
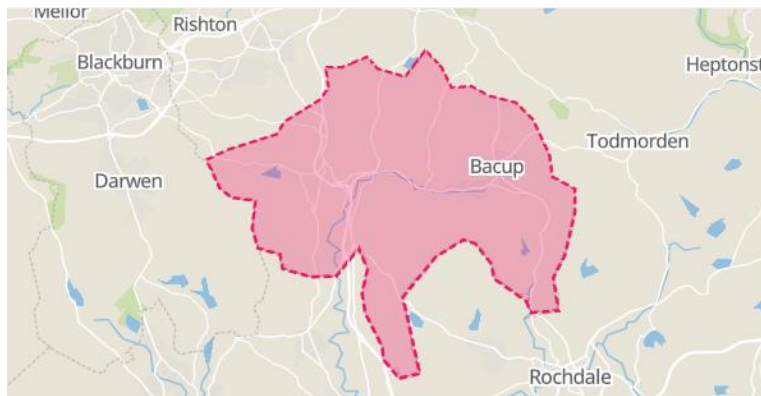


*Figure 3 Map showing boundary of Rossendale Postcodes for NZT.*

## 3.3  Express Interest Functionality

Householders can now indicate their interest in the NZT project directly through the Fairer Warmth platform. NZT administrators now have the ability to access this data, enabling targeted campaigns and notifications to interested users.
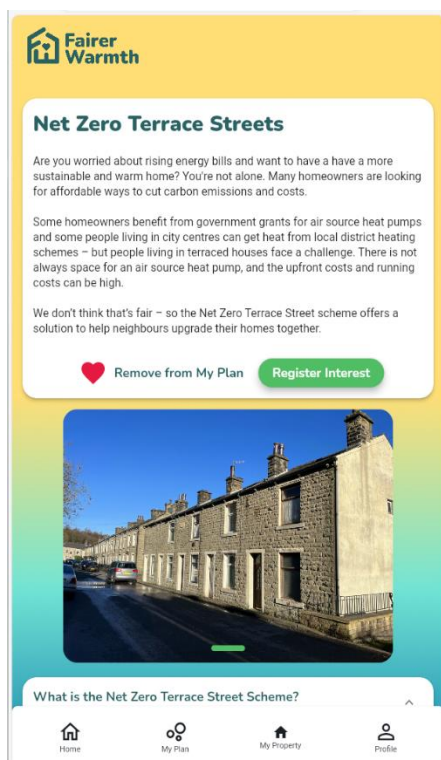


*Figure 4 Screenshot of Fairer Warmth System showcasing the "Register Interest" button.*
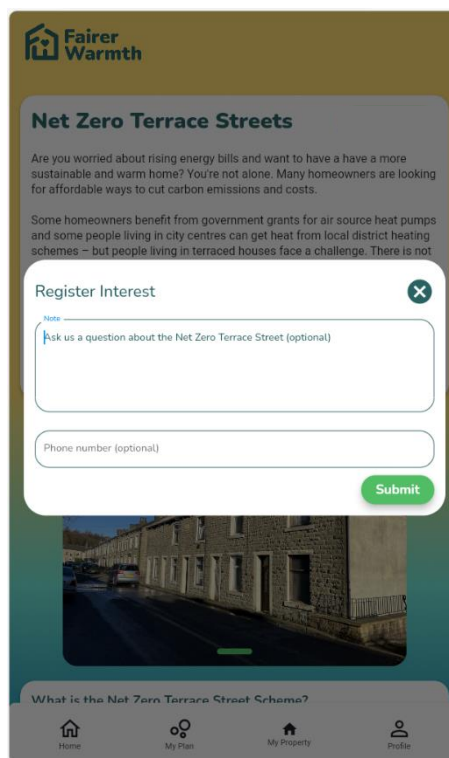
*Figure 5 Screenshot showcasing form completed by householder when registering interest for NZT.*

Householders can readily interact with the NZT support option in the Fairer Warmth App by adding it to their plan, similar to other support features. This integration facilitates independent engagement, allowing users to review NZT information at their convenience.
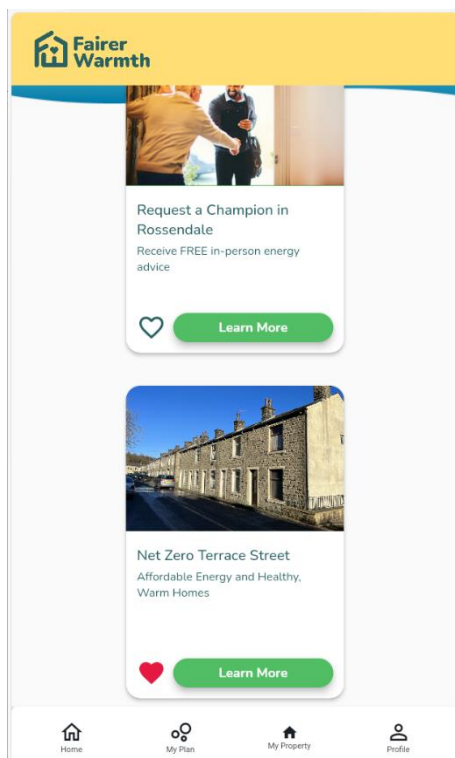


*Figure 6: Screenshot of NZT card in Fairer Warmth with "add to plan" functionality" (heart icon).*
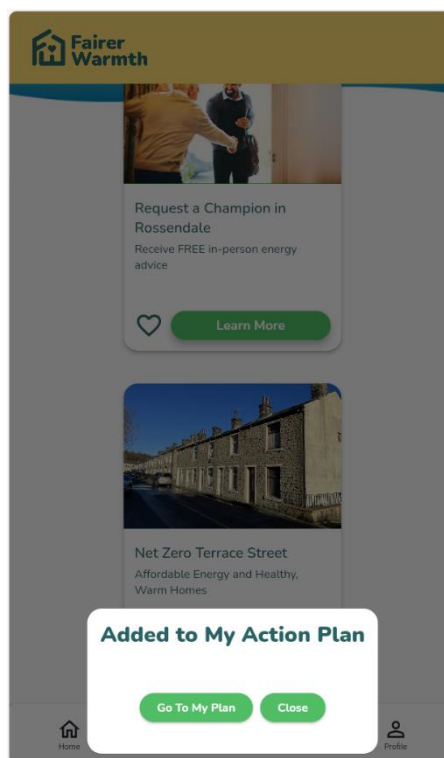


*Figure 7: Screenshot showcasing functionality of "Add to my plan" feature.*

## 3.4  Administrator Functionality

The Fairer Warmth system now includes functionality to manage NZT support requests through the Admin Portal. This update has introduced the following capabilities:

- **Admin Support Requests**: Admins can view and interact with expressions of interest in NZT in a dedicated section, improving usability and response efficiency.

- **User Interest Visibility**: NZT admins have the ability to view details of users who have signed up for the NZT project, including their personal details and questions. This also facilitates direct and personalised communication via email as well as the addition of admin only notes.

- **Data Visualisation for KPIs**: The system provides visual representations, such as plots and maps, illustrating the spread and density of user locations. This enables admins to identify patterns and hotspot communities, aiding in strategic planning and targeted outreach.

These functionalities are designed to streamline administrative tasks, enhance user engagement, and support the monitoring and management of the NZT project's impact.
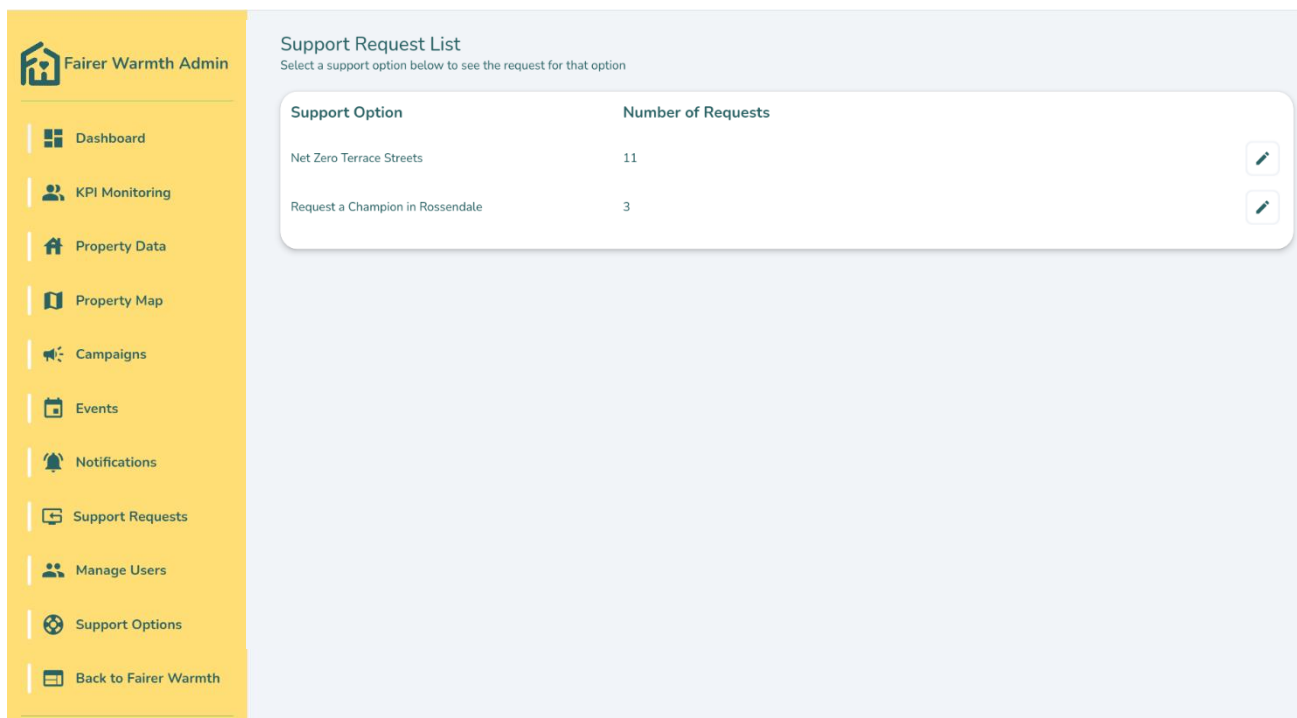
*Figure 8: Screenshot of Admin section and NZT support requests.*



*Figure 9: Screenshot of Admin view for all NZT requests.*
*Note: phone numbers, request messages, and addresses have been randomly selected and are for illustrative purposes only.*
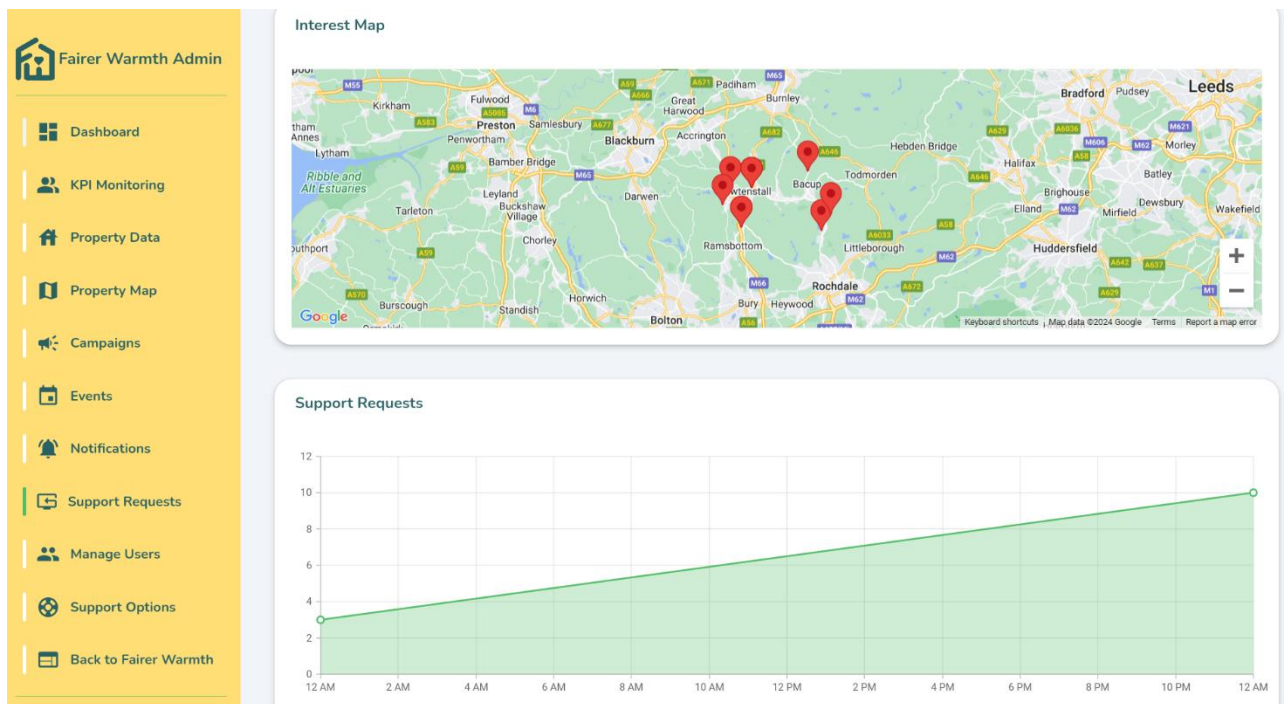
*Figure 10: Screenshot of admin view for the timeline and location of NZT support requests.*
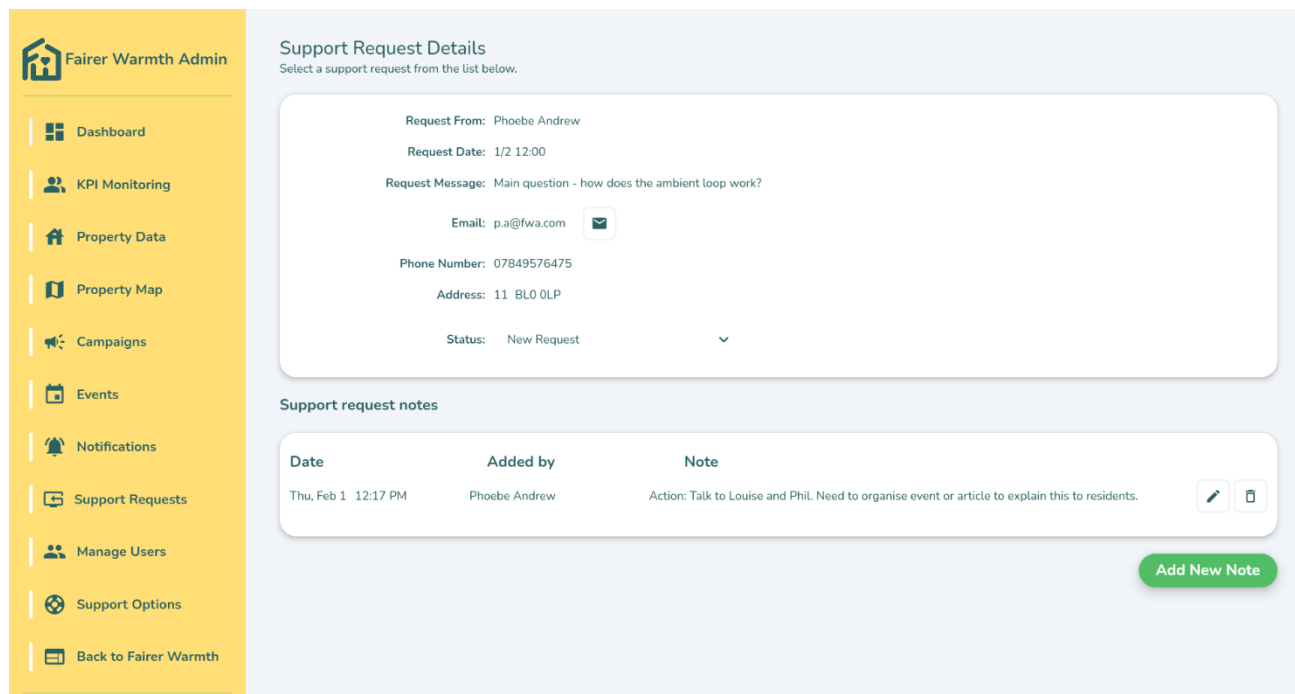


*Figure 11: Screenshot of Admin view for individual NZT support request with the ability to add notes, change status, and contact directly.*
*Note: these contact details and request messages are for illustrative purposes only.*
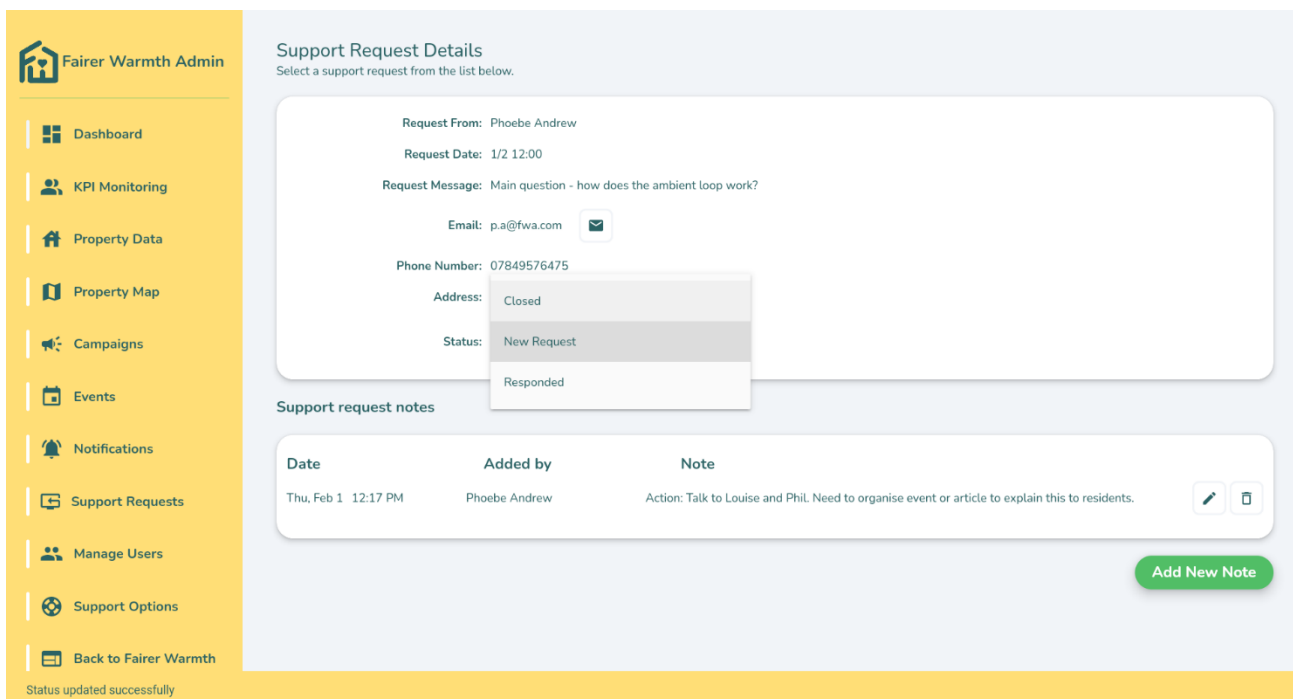
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*Figure 12: Screenshot showing admin ability to change the status of individual requests.*
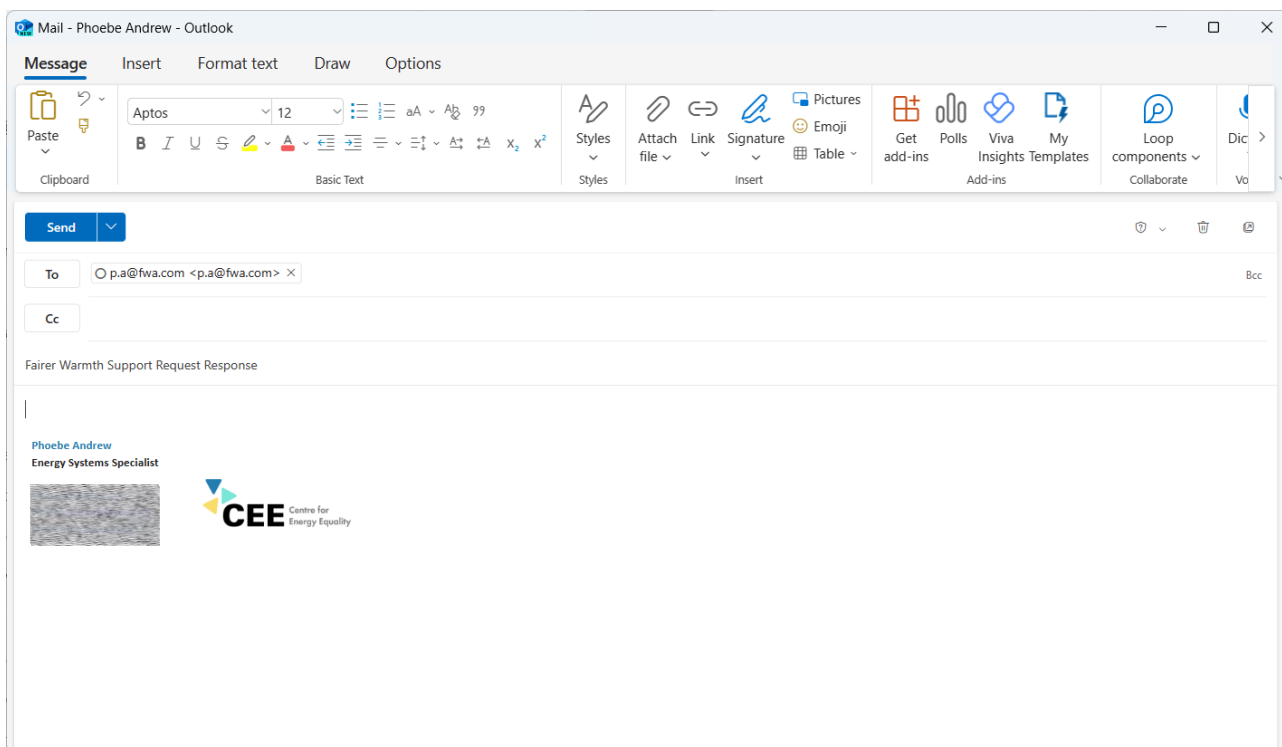*Note: these contact details and request messages have been randomly selected and are for illustrative purposes only.*



*Figure 13: Example email for admin to directly contact an individual re a NZTS support request.*
*Note: this email is for illustrative purposes only.*

# 4  Future Development

In preparation for future development, CEE has been collaborating with Rossendale Valley Energy to develop wider system requirements.

Mock-ups for the remainder of development work are under development, informed by ongoing service planning discussions.

An overview of the developed requirements and Alpha mock-ups was presented to experts and members of the Rossendale Community where additional feedback was sought and shall now be incorporated as the project develops.

# 5  Conclusion

The enhancements made to the Fairer Warmth system are aligned with the objectives of the NZT project and have been developed to facilitate a more targeted and effective user experience. The ability for householders to express interest and for administrators to engage with these users is a significant step towards a more interactive and responsive system.

Next Steps:

- Conduct user testing to validate the enhancements and ensure they meet the end-user requirements.

- Make any updates required based on user feedback.

- Continue development of mock-ups, incorporating feedback from service planning discussions.

- Implement a feedback mechanism for NZT-specific content to refine and tailor articles and advice further.