

# Ideas at work

Essential services for business, delivered with energy.



Wyndford Estate, Glasgow

## Wyndford warmer is an outstanding success.

**Glasgow's Wyndford Estate is home to one of the UK's largest retrofit district heating schemes. It has been praised by politicians, won the 2013 ADE 'Campus and Community Award' and signals the way forward for similar schemes in the future.**

We won Cube Housing Association's contract to design, build, own and operate the district heating scheme. Part of a £27 million redevelopment, Cube wanted to tackle fuel poverty and improve their residents' comfort and quality of life.

It was a challenging project. In less than 12 months, a substantial 1.2MWe Combined Heat and Power facility was built on site, with almost 5km of insulated pipes providing on-demand heating and hot water to more than 1800 homes.

The project also involved an extensive communications programme to provide every customer with energy efficiency information and to explain how the new system and its tariffs worked. A Low User Tariff was also developed to ensure that the most vulnerable tenants were able to heat their homes affordably.

"There is absolutely no doubt that this district heating scheme will make a huge difference to the lives of hundreds of tenants living in Wyndford by significantly cutting their bills for heating and hot water."

**Gordon Scott** – Chairman,  
Cube Housing Association



## Wyndford's CHP scheme leads the way for heat networks in Scotland. Praised by the Scottish Parliament, it's alleviated fuel poverty and improved everyday lives.

### Challenges

- Challenging delivery programme
- Inefficient storage heating in each home
- Minimal disruption in the community
- Short timeframe to complete work

Tackling Wyndford Estate's challenges required a focused effort. We needed to win the confidence of the local community and to provide an exceptional technical solution.

### Solutions

- Retrofit low-carbon CHP energy centre
- Remove electric storage heating
- Develop close stakeholder relationships
- Implement Low User Tariff

Working with our partners, we delivered a model CHP scheme that's transformed energy usage in Wyndford Estate. SSE Enterprise Utilities provided technical input and capital funding.

### Results

- 1,527 tenants connected within 12 months
- 83% of private residents signed up
- High levels of customer satisfaction
- Up to 7,000 tonnes of CO<sub>2</sub> saved annually

This is an outstanding low-carbon district heating scheme. It has transformed the Wyndford Estate, alleviating fuel poverty and improving the everyday lives of the residents.

For award winning\* district heating initiatives, contact SSE Enterprise Utilities.

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\* 2013 ADE 'Campus and Community Award'



Energy



Energy Solutions



Contracting



Lighting



Utilities



Telecoms