

SOLAR TOGETHER CAMBRIDGESHIRE 2020

Solar Together Cambridgeshire Progress Report August 21

As we approach the 600th installation, we are pleased to share with you the latest progress report on Solar Together Cambridgeshire 2020, which covers:

- Market context
- Installation phase progress & forecast
- Post-Acceptance drop-out (cancellations)
- Customer queries & complaints
- Customer Satisfaction

Market Context:

As restrictions in the UK have relaxed there has been an increase in the number of people receiving notifications to self-isolate. This surge in isolation requirements has had an impact on the entire UK workforce and therefore of course, on the delivery of Solar Together activities including scaffolding and installation teams.

The Greenscape Energy office was temporarily shut down in July with all office-based team members working from home, although they have now returned at limited capacity.

UK-wide issues in the supply chain persist into August. A combination of Brexit, the international impact of Covid and the issues in the Suez Canal earlier in the year have resulted in an unprecedented delay in international shipping, with current port-to-port time for the delivery of materials more than double the norm.

The installer has strong relationships with its supply chain partners and is working closely with them to mitigate the effects of these market conditions, but delays to deliveries are resulting in reduced stock of key components.

The combination of isolation requirements and reduced stock has resulted in a slowdown of bookings for the end of July and August.

Installation Phase Progress & Forecast:

All surveys for Solar Together Cambridgeshire are complete.

566 installations have been completed in Cambridgeshire with a further 52 installations booked for the coming weeks. As outlined above, the bookings for August have been reduced compared to expectations.

Please see below for a breakdown by district:

	Install Booked	Install Complete	Still To Book Install
Cambridge City	7	92	105
East Cambridgeshire	3	104	44
Fenland	0	33	13
Huntingdonshire	10	82	110
Peterborough		1	
South Cambridgeshire	32	254	267
Total	52	566	538

538 customers have been surveyed but not yet booked for install. The Greenscape team is working to book these customers for appointments over the end of this month and into September.

Greenscape is also keeping in regular contact with these customers to keep them up to date of progress and where they are in the process.

The installations delivered for Solar Together Cambridgeshire so far total over 2 MW, and over 450 tonnes of year 1 carbon reduction.

The scheme is on track to deliver over 900 installations and more than 4MW of installed solar capacity in Cambridgeshire.

Post-Acceptance Drop-Out:

Drop-out is still below our benchmark.

279 customers have been cancelled after acceptance, giving a current drop-out rate of 19% compared to an expectation of 25%.

Customer Queries & Complaints:

We continue to monitor customer satisfaction with the scheme as well as any complaints or technical queries that come into our help desk.

To date we have seen just 10 complaints come into our help desk relating to Solar Together Cambridgeshire.

As well as our own helpdesk, the installer also has a customer service team dealing with customer queries relating to the scheme.

Greenscape's team handles approximately 20-25 calls per week across all their iChoosr projects (Cambridgeshire, Suffolk & Norfolk).

Approximately 85% of the calls are focussed on technical support and are generally resolved through remote and phone support. Approximately 20% of calls result in an on-site visit when the issues cannot be fixed over the phone.

The remaining 15% of calls are more general in nature and will be around issues such as scaffolding, or in some rare occasions damage to property such as broken tiles.

Greenscape's internal SLA is that all customers who call in with any issue or complaint are responded to on the same day they make contact, they aim to resolve any non-urgent issues within 1 week, in the event that a serious issue was escalated, a management site visit would take place.

Customer Satisfaction:

We monitor customer satisfaction through a post-installation survey.

Overall satisfaction with the winning installer is currently high, with an average score of 8/10.

Satisfaction with Covid-safe working protocol is also high with an average score of 4.4/5.

We ask customers how likely they are to recommend the installer to their friends or family in order to calculate a Net Promoter Score (NPS).

The NPS for Greenscape in Cambridgeshire is an extremely positive 32 meaning they have a high number of promoters.