

Thank you to those who responded to our Customer Survey. We received a higher response rate than our first Survey in 2013, and the vast majority of you gave a very favourable response, with many helpful suggestions on how we might improve our service.

The results are shown on the attached graphs and we make the following summary response to your comments. Individual points relating to specific issues will be taken up separately.

How important is renewable energy to you in providing your heat?



66% important/very important

78% valued/greatly valued

How do you value your heat being supplied by a (wood chip) biomass heating system as opposed to fossil fuels??



A Heat Network is an efficient way of supplying heat to multiple consumers. How do you value being part of a community network compared to an individual heating system?

74% valued/greatly valued

Would you recommend being part of a biomass heat network to others?



66% would recommend

## Our Energy

Burning fossil fuels to generate heat is not sustainable and contributes to climate change. By using locally sourced biomass, we provide a sustainable and secure renewable energy alternative. Our investment also creates income and employment in the local economy.

We aim to generate 100% of your heat using biomass. In the last 12 months we have generated more than 90% of our heat from biomass and saved 600 tonnes of carbon emissions. On occasions we use gas, which does not deliver carbon savings, but can sometimes be more efficient to use, for example during periods of low heat demand. Gas also provides backup should the biomass fail or be turned off for planned maintenance.

All of our woodfuel is locally sourced from sustainably managed woodlands, which is independently verified by Forestry Commission Scotland.

Generating energy in the community for the community provides environmental economic and social benefits at a local level and contributes towards maintaining the vitality and security of our community.

How satisfied are you with our heat supply?

89%

Satisfied / Very Satisfied



52% Yes



Do you receive sufficient information from us about your heat supply?



How would you rate our website and Twitter account as useful information services?

26%

useful / very useful

## Our Service

Our aim is to provide you with excellent customer service and we are always looking at ways to improve.

We will continue to aim to provide you with a high level of customer service and callout support.

We are always looking to improve our customer service, particularly in communications. We value engagement with our customers, which is why we conducted this, our second Customer Survey. We welcome your suggestions and will be looking to implement as many as practical over the coming months.

We will also continue to engage with and support the community, educating and informing school visits and other interest groups, and minimising the environmental impact of our operations.

As digital service becomes more important to our customers we will increase use of internet, email and Twitter for written communications, whilst continuing to issue paper copies for those who prefer.

How would you rate our energy costs as representing good value for money, compared with alternative fuels (i.e. gas, oil, electricity)?



Not good value for money 8%  
A little value for money 38%  
Value for money 42%  
Excellent value for money 12%



## Our Prices

Our aim is to provide you with long-term secure and affordable energy. Our prices are checked regularly to ensure we continue to be competitive with local gas prices.

Whilst the majority of respondents felt that our heat was value for money or excellent value for money, some respondents raised points concerning price comparisons with fossil fuel energy, and particularly gas prices. Respondents were unclear about the connection between our biomass prices and gas prices and there was concern that customers are paying a premium for biomass.

Whilst, as noted above, we use gas to a limited extent, our prices are not tied to gas prices. Our prices are determined by our cost of operations and investment.

We acknowledge that high energy prices have a direct and often significant impact on household income which is why our long-term aim is to continue to provide affordable green heat. We actively check our prices against local gas prices on a quarterly basis. Since 2015, the continued slump in global oil and gas prices has reduced energy prices, and whilst we are currently slightly higher than local gas prices, our record has been one of low and stable prices. Between 2008-14 our prices were lower than the average local gas price by as much as 20%, and we have increased our prices on just three occasions. Furthermore, by being connected to a Heat Network, you avoid the cost of purchasing your own boiler, maintenance and service of that boiler, and generation inefficiencies, which would increase as the boiler aged.

## Other Comments

Some respondents felt that our Heating Bills need to be clearer and provide more information. We acknowledge that our Bills could be improved and will be looking at ways to do this.

It was commented that further to the success of our inaugural Customer Open Day in 2012 a similar event would be beneficial. We will hold a second Open Day in 2016, which you will be notified of nearer the time.