

switchee

With CHIC Ltd

Intelligent Homes, Better Lives



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Smart Homes – What's the point!?

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Switchee Exists To Improve The Quality Of Life For People Living In Rented Homes



2.5m
in Fuel Poverty*

50K
excess deaths

10m
rented properties

1/3
with CDM



**Carbon Reduction / NetZero
FFHH/Disrepair
Communication**

**CAN BE IMPROVED BY
CONNECTING PROPERTIES**

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Switchee's Goal is a Connected Social Housing Ecosystem

For the Resident:

- Lower Gas Bills
- Digital Inclusion
- Warmer Homes
- Increased Satisfaction
- Increased Wellbeing



For the Landlord:

- Remote Data Analytics
- Data Driven Investment
- Improved Efficiency
- Pre-emptive Maintenance
- Improved Social Value Creation

How Switchee Works



The Switchee ecosystem consists of the smart thermostat, boiler receiver unit and the Switchee Insights dashboard. Data from the Switchee Smart Thermostat is transmitted via GSM, analysed and presented through live alerts and metrics on our dashboard.



Benefits for Sustainability

Switchee helps increase a property portfolio's sustainability through its use of sensor-based heating optimisation – reducing the energy and carbon footprints of properties as well as its measurement of a properties heating performance.





176.5

**Kg's of CO2 Saved per
Switchee each year.**

This is the equivalent of **running an average car for 11.81 hours non-stop.**



0.95

**MWh of Energy Saved
Per Unit Per Year.**

That's the same amount of power it would take to **run a laptop for a full 1000 days straight.**



000's

**Residents Saving Daily
on their Energy Bills**

Switchee is helping save the environment and fighting fuel poverty for Britain's most vulnerable residents.

Helping Reduce Disrepair Claims

Switchee helps reduce the number of disrepair claims through its early-warning mould detection, as well as through the use of its long-term historical data surrounding internal property conditions.



The Problem of Disrepair is Growing



Housing providers across the country are bracing themselves for large bills relating to disrepair in their housing stock. With the passing of the Homes Act (known commonly as Fitness for Human Habitation) - the number of properties eligible for a payout is beginning to increase 10 fold.



300%

increase in the number of disrepair cases that a housing provider in bristol has reported. This is being driven by the new Homes act, as well as previous PPI firms shifting their focus to disrepair.



77%

of disrepair cases are generated from Condensation, Damp and Mould. The solutions to many of these problems are relatively cheap in comparison to the cost of disrepair.



£12,500

is the average cost of a disrepair case brought against a housing provider. This cost is beginning to mount for housing providers across the country.



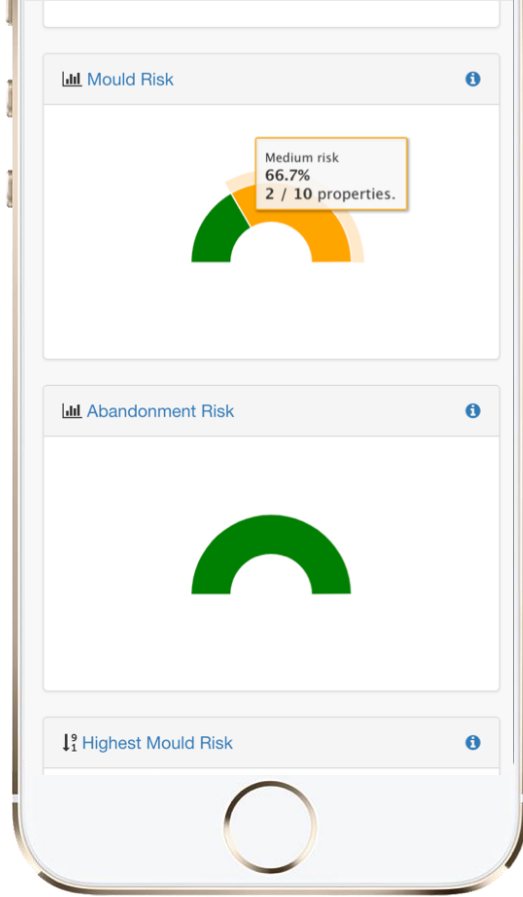
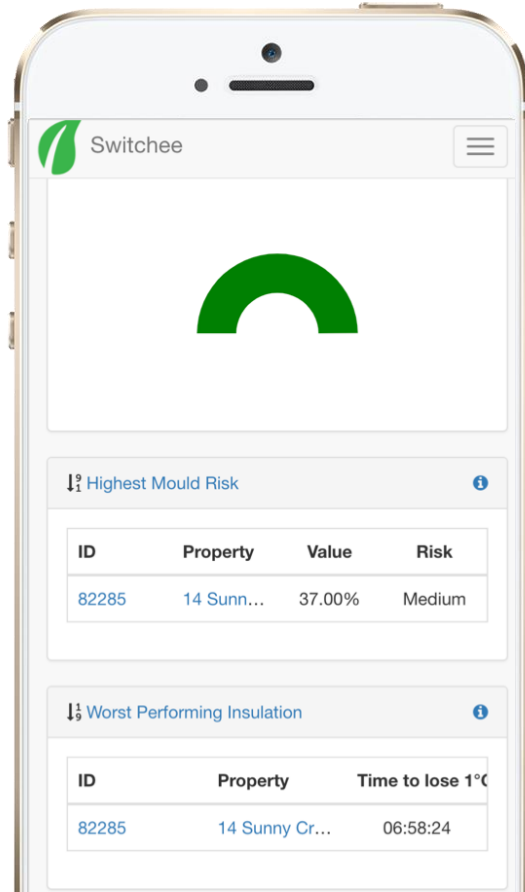
**“We want to stop CDM Disrepair
before it happens”**

Not just deal with it better – STOP IT!



**Switchee can provide live,
remote monitoring of the
conditions that produce
CDM. Not reliant on “point
in time” data and
inspection**

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Early Mould Warnings

With Switchee's sensor data we're able to predict the likelihood of condensation and mould growth. With our alerts system, members of the maintenance team can be informed of potential problems early – before both the cost of repair and the potential health impact on residents increase dramatically.

89%

Switchee High Risk Condensation, Damp and Mould Accuracy



How Does Your Resident Benefit?

17%

Energy bill reduction – on average when a Switchee is installed.

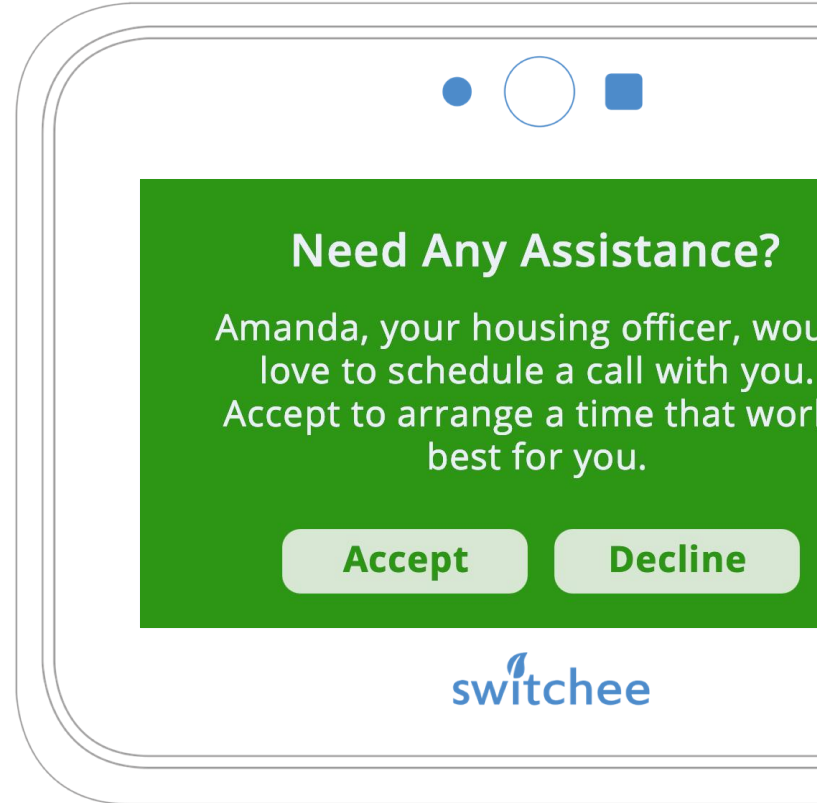
Reduce Mould

Better living conditions due to no CDM or rectification of issues that cause it.

Talk Directly With Your Residents Digitally

Switchee allows you to communicate with your residents through its touch screen. Communication is handled through a GSM module included in the device - allowing you to communicate independently of a resident's WiFi. Use Switchee to announce new or important changes and request callbacks directly on a screen in a residents home.

90% Switchee On-Unit Message
Engagement Rate

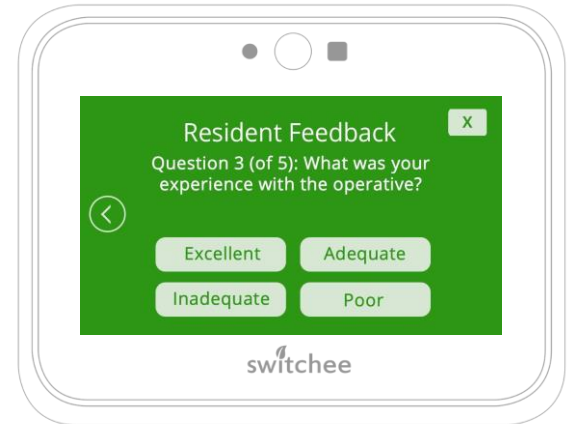
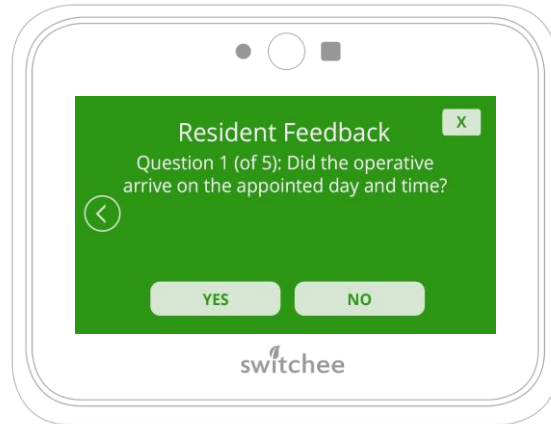
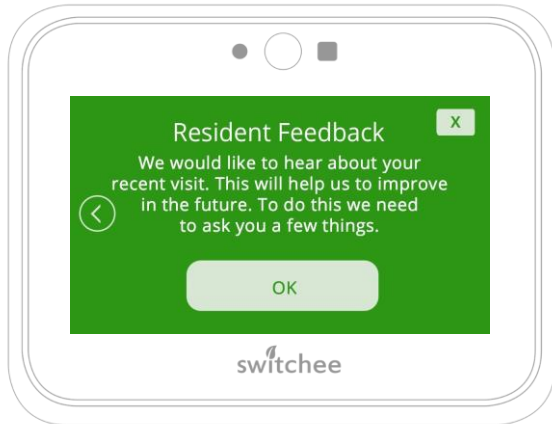


Gather Resident Satisfaction Surveys

Resident satisfaction without letters or phone numbers



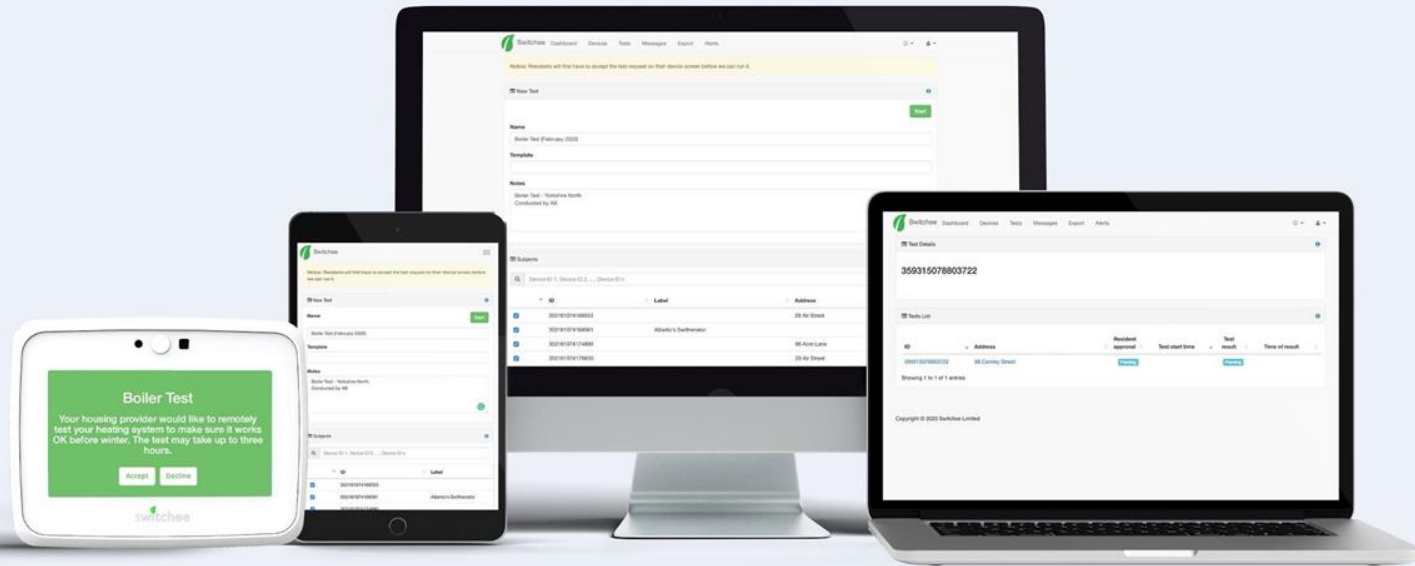
Switchee surveys can be sent either to individual properties or grouped to be sent to entire estates or even your entire portfolio. Survey responses are logged and tracked for accountability. This allows you to gather surveys at the right time, with minimal impact on your residents user experience.



End to End Process

Identify problematic properties.

Solve the problem using live property data, optimised heating, communication and behaviour change.



What's the Point?

- 1** Connected Homes reduce costs for residents
- 2** Connected Homes increase comfort, wellbeing and satisfaction for residents
- 3** Connected Homes can reduce costs and in many cases solve issues relating to CDM
- 4** Connected Homes allow for remote testing and monitoring of heating/ventilation/fire systems increasing safety and compliance
- 5** Connected Homes reduce costs for Landlords
- 6** Connected Homes improve communication with residents



THANKS FOR
LISTENING

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COVID Specific Updates

Messaging – 90% response rate
Energy advice referrals
Remote Stock condition Surveys
Link between FP and Arrears
Use of newly installed systems - GSHP

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TOTALMOBILE 2

Technology for change

New normal = better normal

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Focusing on efficiencies

3 technology advances that can drive change

Remote video sharing

Automated planned work clustering

Creating repairs alliances

Remote video

From travel by default to travel by exception

- No software
- Full SaaS deployment
- No user licencing
- Soft-fix repairs
- Triage all repair calls
- Pre and post inspect
- Approve variations
- Expert backup
- Void pre-survey
- Apprentice support
- and much more ...



Appointment clustering

Delivering efficiency and service

- Non-urgent repairs into backlog
- Scheduling software monitors for clusters of work
- Automatically message customers to confirm appointment slots
- **Eliminate** in-day travel



Repairs alliance

Pool resources to drive efficiencies

- HAs have increasingly dispersed stock
- Scheduling technology can collaborate across system boundaries
- Rules based allocation to best resource
- Seamless and admin-free completion and invoicing
- Job record has the same detail as if your own operative went out



| Disrupting energy

socialenergy®

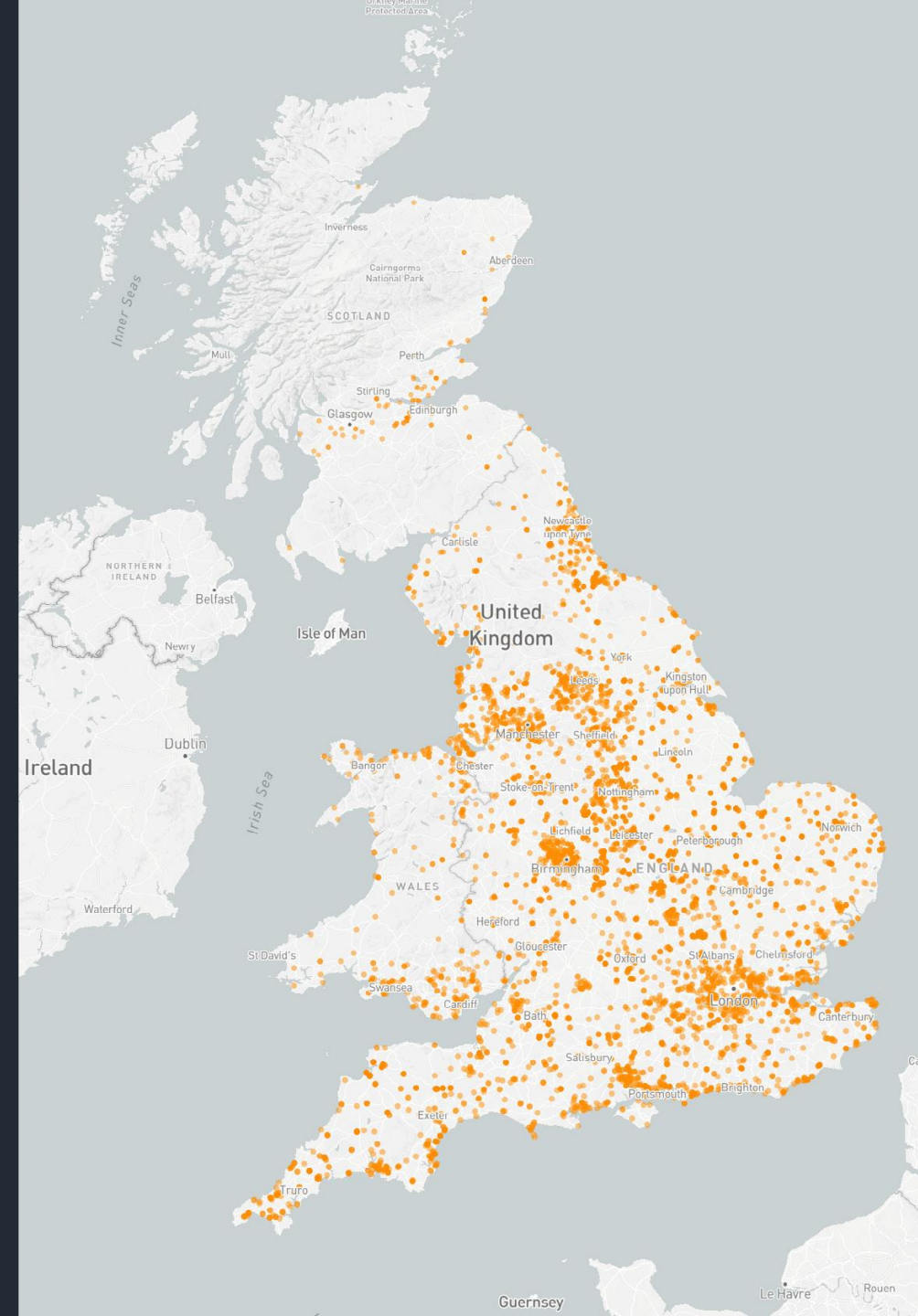


Ben Gatley
MD, Social Energy Supply

Who are **Social Energy**?

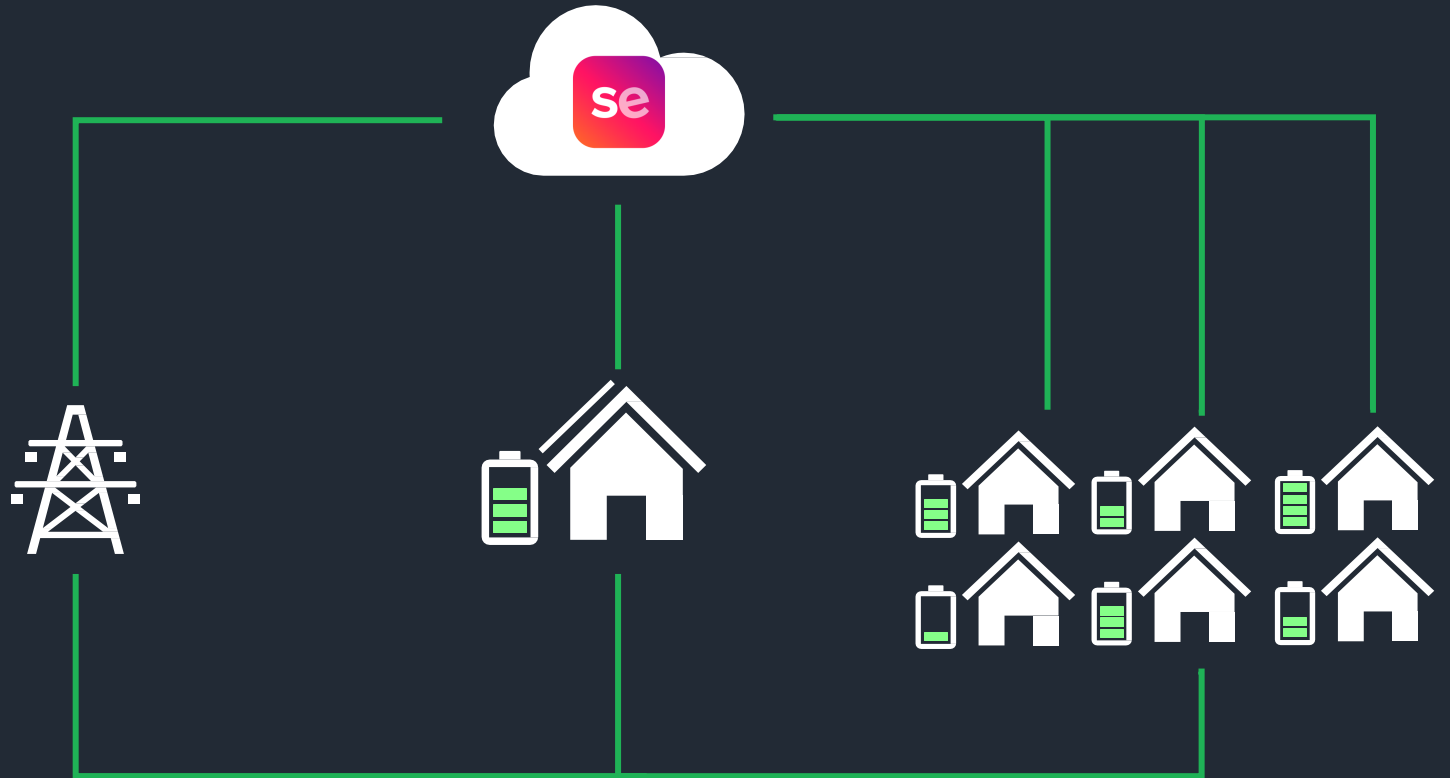
Social Energy are a leading energy retailer for homes with solar panels & battery.

- Energy supplier since Feb-2019
- First company to provide National Grid balancing services through domestic batteries
- 5,000 active customers
- Fully autonomous virtual power plant
- Energy supplier, hardware provided, and aggregator
- Exclusive partnership with Duracell



What on earth is a Virtual Power Plant?

- Sub second data using SE Hub
- Optimised to maximise revenue
- Data feeds; Temperature, traffic, behaviour, etc
- Individual & fleet optimisation
- Constantly learning



What equipment is required?



SE Hub



Battery
(& Solar)

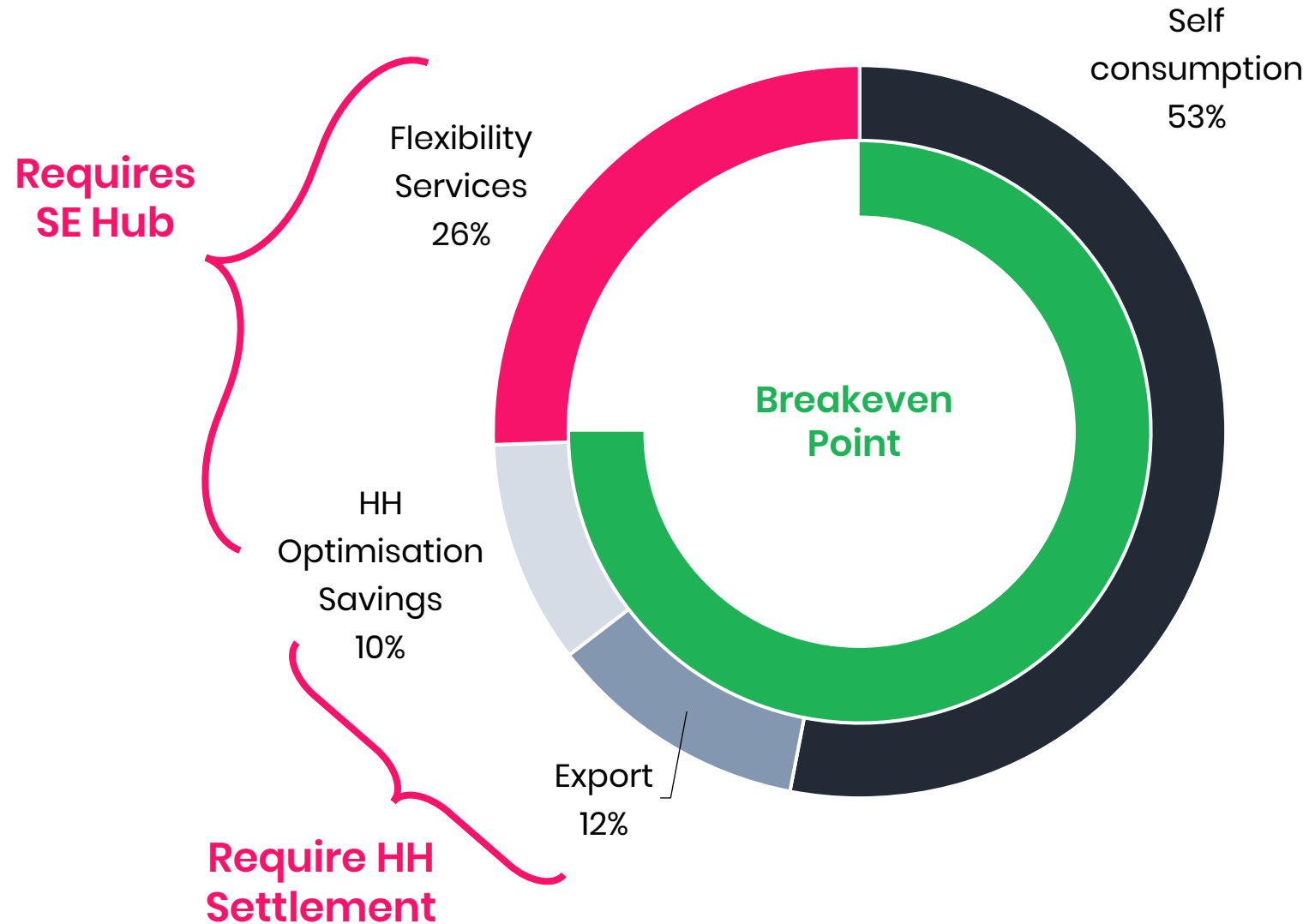


Smart Meter

How can batteries & solar create value?

- 11% IRR for a typical customer
- Saving of £500 in year 1
- 14 SAP Points under (SAP 10.1)
- Cost avoidance vs other measures

“The whole is greater than the sum of the parts”



You can't have your cake and eat it

Decide what the priority is

Fuel Poverty

Environmental Targets

Profitability



Profitability

Low

High



Simplicity

Simple

Complex



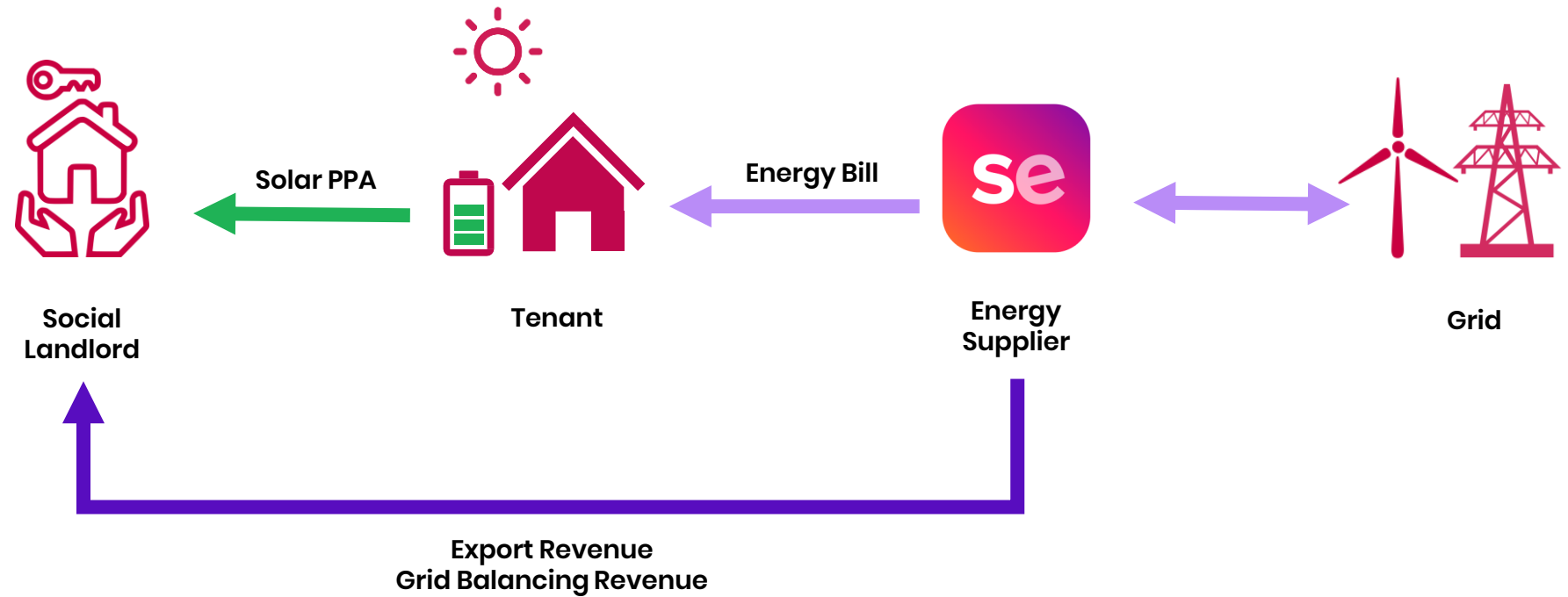
Tenant Savings

High

Low

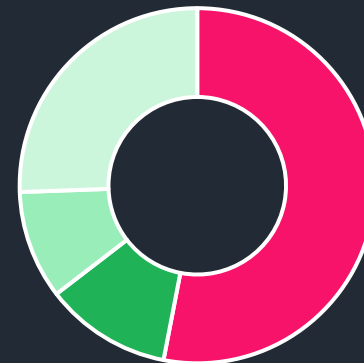


Making renewables work for everyone.



Utilise all of the revenue streams

- ✓ Reduces dependency on PPA revenue
- ✓ Bigger saving for tenant
- ✓ 11% IRR for Social Landlord
- ✓ Tenant saving of ~£100/yr (+ tariff savings)
- ✗ More complex than just a PPA



Thank you



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