

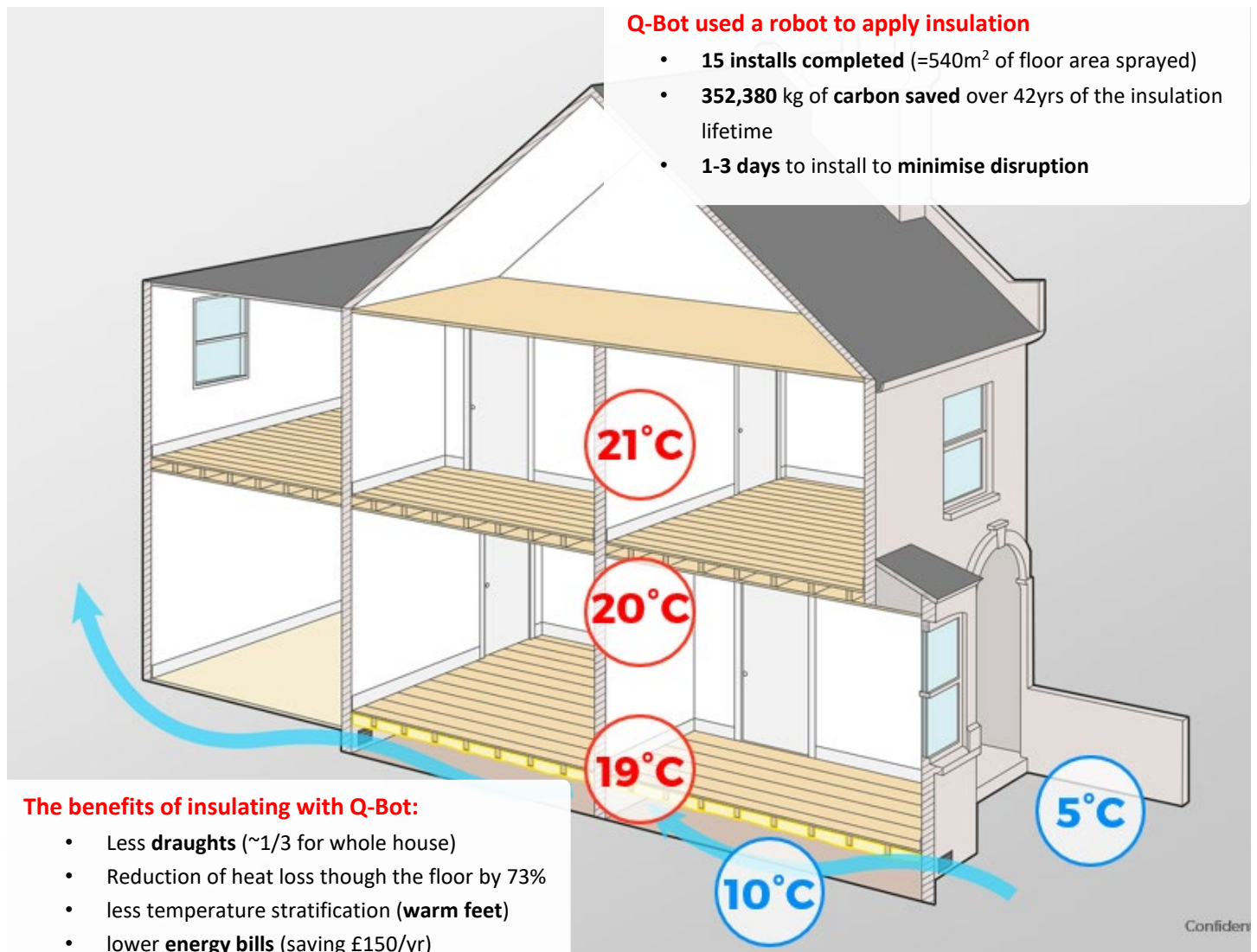
Installation of Q-Bot's robotic underfloor insulation as part of the Green Jump Surrey initiative

Q-Bot works with Action Surrey to install its innovative robotic underfloor insulation as part of the Green Jump Surrey initiative. The project is funded through the Government's **Green Home Grant Local Authority Delivery Scheme phases 1A & 1B** and will run until the 30th September 2021. Action Surrey is an impartial energy advice service set up by local councils across Surrey as well as Surrey County Council, helping residents within Surrey to save money on their energy bills, keep warm and reduce their environmental impact.

£6.2 million has been awarded to the Action Surrey partnership of 10 local authorities for Phase 1A to help 600 Surrey households to upgrade their property and save money on their energy bills. Action Surrey has a fully vetted network of installers, including Q-Bot.

"We are delighted to be working with Q-Bot to enable underfloor insulation to be installed in eligible households across our partner local authorities. Q-Bot's innovative approach to carrying out the installation means that the process is less disruptive and faster than the traditional method of installing underfloor insulation, which makes it more feasible for our residents." – Rachel Lambert, Action Surrey's Green Jump Surrey Project Manager.

- **Initial results from the partnership**



Most properties already had loft insulation and double-glazed windows installed, and were all gas-heated home. The installation of floor insulation significantly improved thermal comfort with fewer cold draughts. The results show, on average, a 73% reduction in the heat loss through the floor. The u-value of the floor in all homes now complies with the Part L1B requirement for upgrading retained thermal elements in existing dwellings of ≤ 0.25 W/m².K.

According to an independent performance analysis realised by Energy Savings Trust, the overall project delivered an EPC improvement of between 3-7 points based on building archetype and heating source. It also demonstrated an average energy savings of £115 per year, and carbon savings of 560 kgCO₂e per home.

- **Customer satisfaction**

Q-Bot has collected feedback from all households to understand satisfaction rate of the programme of work.

100% said they were 'Satisfied' or 'Very Satisfied' with the installation process, in terms of **disruption**.

93% said they were 'Satisfied' or 'Very Satisfied' with the **communication** they received from the team.

64% said they were 'Satisfied' or 'Very Satisfied' the **change to their home**. 21% said they couldn't tell yet as they didn't experience a winter, and don't realise the impact of the insulation.

86% scored Q-Bot 7 or higher on a survey of how likely would you **recommend Q-Bot** (where 0 stood for 'not at all' and 10 for 'highly recommend').

Q-Bot's non-disruptive nature has received praise from residents:

"Q-Bot Rocks!! I am absolutely thrilled with the results from the Q-Bot insulation. It has made such a difference around my house as it has stopped so many draughts in other rooms, even though I only had 1 room done. The guys were great, really nice people & very considerate – especially in these times. Very much appreciated. Thank you to Green Jump Surrey for enabling this amazing new AI technology to help insulate my home."

"The installers did brilliant work, they were very polite. I couldn't wish better company to get the work done."

"It was really good, the installers were lovely. Minimal disruption during the work, my partner was able to work from home the whole time without any disruption, mess or noise. The team was very informative, answering all our questions."

"The insulation under our floor made such a big difference."

"Perfect. The guys were great, very professional, and tidied up after themselves. The only thing if they could come back every week to hover like they did that would be amazing!"

"It's warmer than it used to, I can definitely feel the impact of the insulation. But I will need to have a full winter to fully understand the impact."

"It was very interesting to watch the process as I understand space was tight but operatives handled competently."