

Freedom of Information Request – Response – 27777

I'm hoping you can help with some information on the Octopus Energy Zero Bills Upgrade trial announced with Suffolk County Council in February 2025.

I'd be grateful if you could provide the following:

1. The number of households that have participated in the Zero Bills Upgrade trial in Suffolk.

Suffolk County Council (SCC) does not hold this information; the initiative was run and operated by Octopus Energy. SCC and Octopus Energy identified an opportunity to promote the Zero Bills offer within Suffolk, allowing residents to have no energy bills for a limited time. Octopus contacted their customers about Zero Bills and SCC does not have access to data relating to the number of Octopus customers that signed up to the offer.

2. The number of Warm Homes Loans issued specifically in connection with the trial.

SCC does not hold this information. SCC advertised the Warm Homes Loan through various channels within the community and on social media. The loan applications received are monitored but SCC is unable to differentiate whether specific loan applications are as a direct result of the Zero Bills offer from Octopus. Octopus customers may choose to divulge to Octopus if they are utilising the Suffolk loan to finance the work, but this is not data that SCC holds.

3. Any reports, evaluations, presentations or summaries shared with Suffolk County Council by Octopus Energy on how the trial has performed so far.

SCC has no data on the outcome of the trial.

4. Where this information is held, any anonymised or aggregated data showing:

- the Fair Usage Allowances (FUA) given to participating households;*
- actual electricity usage or net grid import compared with those allowances;*
- how many households have exceeded their FUA; and*
- any excess electricity charges resulting from this.*

SCC does not hold this data.