

Ex-Or and SSE Enterprise partnership reduces call centre energy consumption by 40%



SSE is one of the UK's largest generators of renewable energy, deploying wind and hydro power to produce clean and efficient energy for its customers. SSE undertook a project which resulted in a 40 per cent saving on the cost of lighting its Hampshire call centre, helping it deliver on a commitment to reduce overall energy consumption by 15 per cent over a five year period.

SSE is committed to training its customer service staff to the highest standards, enabling them to resolve customer problems, explain energy bills clearly, and identify cost savings where possible. The company's 24,500 square metre call centre on Penner Road in Havant, Hampshire, houses approximately 2,000 employees. The scale of the call centre and its hours of operation – Monday to Friday from 7am to 8pm and Saturday 7am to 2pm – presented a challenge to light the workspace effectively and efficiently. SSE made it a priority to avoid light usage in unoccupied areas, such as hallways and storerooms, to cut back on unnecessary usage and costs.

Statistics published by the Department of Energy and Climate Change show that across a broad selection of non-domestic applications, lighting represents, on average, 19 per cent of a building's total energy consumption^[1].

The mechanical and electrical contracting arm of SSE's specialist business-to-business division – SSE Enterprise Contracting – worked in partnership Ex-Or to deliver a retrofit solution capable of adapting to the building's changing requirements. Ex-Or supplied lighting controls in its call centre space with a combination of wireless transmitters and wireless receivers, along with standalone passive infrared (PIRs) sensors to ensure artificial light is used only when absolutely necessary.

In total 500 wireless receivers, 1,283 dimmer receivers and 115 standalone PIR were installed in order to achieve the necessary lighting control for the vast space.

By investing in lighting controls SSE took advantage of daylight harvesting, a solution used to offset the amount of artificial lighting needed to properly light a space. A study by the American Psychological Association found that poor lighting conditions can lead to worker cortisol levels significantly dropping, leading to higher levels of stress and the feeling of being sleepy^[2]. In short, harsh or dim lighting or workspaces lit solely by artificial means can lead to an increasingly unproductive and unhappy workforce.

With lighting controls and sensors in place SSE has the ability to dim or switch off artificial lighting automatically in response to the availability of daylight. This has allowed the company to provide a comfortable environment for its employees, ensuring they are not exposed to high levels of artificial lighting throughout the day.

For more information about Ex-Or's products and services please visit www.ex-or.com.

Honeywell Ex-Or

Albery House,
Springfield Road,
Horsham,
West Sussex
RH12 2PQ, UK

Customer Service

Tel +44 (0)1942 719229
Fax +44 (0)1942 508753
E-mail enquiries.ex-or@honeywell.com

Technical

Tel +44 (0)1942 719229
Fax +44 (0)1942 508753
E-mail technicalsales.ex-or@honeywell.com

www.ex-or.com



Ex-Or's products have had a significant impact on our Penner Road call centre. The installation has reduced our lighting consumption by 40 per cent, which is really incredible when you think about it. By just ensuring lights are off when they're not required, we're able to reduce operating cost and help the business meet our own five year commitment to reduce energy use.

Phil Bell – Engineering Manager – SSE

[1] 'Energy consumption in the UK', Department of Energy & Climate Change (25 July, 2013) https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/65958/chapter_5_service_factsheet.pdf

[2] Effects of Prior Light Exposure on Early Evening Performance, Subjective Sleepiness, and Hormonal Secretion." American Psychological Association 126.1 (2011): 196 -203.