

## Library of Good Practice

A case study based concept for  
the CAT Information Service

INFORSE-Europe European Sustainable Energy NGO  
Seminar  
Artefact, Germany, November 10-14, 2009

[http://www.inforse.org/europe/seminar09\\_Artefact.htm](http://www.inforse.org/europe/seminar09_Artefact.htm)

## The CAT Information Service

- Provides free, independent advice on all aspects of sustainable living
- Established in the 1980s, operating 7 days a week since the 1990s
- Access to 30 years of practical experience at CAT

## Service statistics (2008)

In 2008, we answered

- 3,900 emails
- 2,900 phone calls
- 3,900 enquiries at Info Desk on site

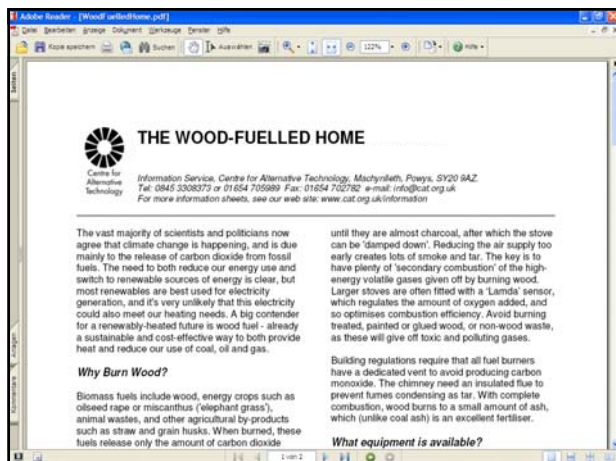
In addition, there were

- 224,000 downloads of information sheets from CAT website

## CAT online information sheets

Created with generous CCW  
funding:

- 50 information sheets
- Topics from wind turbines to compost
- All sheets are double-sided A4 text documents, mostly text only



## The next step

- Inspiring real-life case-studies of sustainable living in Wales!
- Not just technical solutions – present the people behind them, and their experiences
- Not just text – make full use of technology, including photos and video
- Information presented at different levels to reach different audiences

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Case Study Database

Technology: Biomass Region: - Please choose - Go

**Pellet boiler central heating**  
 A domestic wood pellet biomass boiler system in Machynlleth, Wales

**Woodchip district heating**  
 A district woodchip heating scheme in Llanwddyn, Wales




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Case Study Database

**Pellet boiler central heating**  
 A domestic wood pellet biomass boiler system in Machynlleth, Wales

When Judith Thornton from Machynlleth had to replace the heating system in her 5 bedroom house, she decided to install a pellet boiler – a system that combines convenience and environmental benefits.

**Wood heating and climate change**  
 Heating with wood can help combat climate change as wood grown from sustainable sources is carbon-neutral: The CO<sub>2</sub> released into the atmosphere when burning wood has previously been taken out of the



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Case Study Database

**Pellet boiler central heating**  
 A domestic wood pellet biomass boiler system in Machynlleth, Wales

**Wood pellets**  
 Pellets are a type of wood fuel generally made from compressed sawdust. Compared to normal wood logs, pellets are much more dense and have a lower moisture content. This means more compact storage and their regular shape and small size allows for efficient burning and automatic feeding with very fine calibration, making it possible to fire them in



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Case Study Database

**Pellet boiler central heating**  
 A domestic wood pellet biomass boiler system in Machynlleth, Wales

**Automated controls**  
 Judith did not want to give up the comforts of a timer-controlled central heating system. Just like with a modern gas boiler, the pellet system can be switched on or off automatically, using timers or thermostat.

**Government grants available**



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Case Study Database

**Pellet boiler central heating**  
 A domestic wood pellet biomass boiler system in Machynlleth, Wales

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Case Study Database

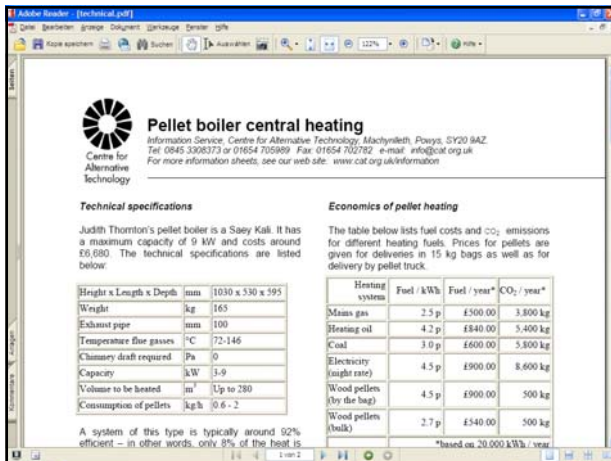
**Pellet boiler central heating**  
 A domestic wood pellet biomass boiler system in Machynlleth, Wales (Movie and Datasheet)

**Automated controls**  
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**Government grants available**



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## Other uses of case study material

- DVDs for schools, community groups transition towns etc.
- Presentation at local events, e.g. in the form of a "solar cinema"
- Show how zero carbon Britain would manifest in reality.



## Progress to date

- We have identified a suitable software environment for the case study library (Drupal content management system with CCK module) and have set up this environment on several computers at CAT to experiment with it.



## Progress to date

- We now have a system that provides the basic functionality required – we can add case studies with embedded videos and attached PDF files, search and filter case studies by parameters such as technology (solar/hydro/etc.)
- We are now working on improving the optical appearance to make the library more attractive.



## Progress to date

- We obtained a small camcorder to produce our own film footage and we've started experimenting with it.
- This is running in parallel to efforts to engage professional film makers to collaborate.

