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Capacity

- Tenants: cannot replace fixed appliances
- Funds: cannot usually afford to buy EE non-fixed appliances
- Current low consumption levels: lower energy use could turn the home from cold in winter to freezing if the heating is already used to a minimum to keep bills down

Capability

- Selecting appropriate appliances: low knowledge and complex offerings of appliances
- Complex sector: offerings poorly understood by those who most need them



