



**Customer:**

Miss B

**Location:**

Isle of Lewis

**Date of installation:**

February 2018

**Measures Installed:**

- Oil heating system
- Energy advice



For more information  
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Miss B, a young mother from the Isle of Lewis, was living with a broken heating system, which made for uncomfortable living conditions for her and her family. After becoming aware of Home Energy Scotland, she decided to get in touch to see if she was eligible for assistance.

***“My heating system gave up and we had no heating or hot water. It broke at the start of January, so I needed to get a new boiler!”***

***“I called up the number I was given and they talked me through my options.”***

After the initial discussion, it was determined that Miss B would benefit from help under Warmer Homes Scotland and she was referred to Warmworks for an initial survey to be arranged.

***“It was really good. He explained that somebody would be out from the company who will do the installation to decide on where the radiators were going and everything. I don’t think I had any questions for him to answer!”***

Once the survey had taken place, Miss B was found to be eligible to receive a new oil heating system in her property, at no cost to her.

Warmworks then appointed registered local sub-contractor, Alex Murray Construction, to carry out the work and a technical survey was arranged.

***“It was really very good. We decided where all the radiators would go and everything and I asked some questions.”***

On the day of the installation, the workmen arrived on time and worked hard to ensure Miss B experienced minimal disruption.

***“I was amazed, they cleaned up really well after themselves, I was surprised as I was expecting the house to be a bit of chaos but everything was back to the way it was and they’d hoovered up after themselves as well.”***

Once the installation was completed, it was inspected and confirmed to have been installed correctly.

Miss B’s home is now more energy efficient with her SAP rating having gone from 26 to 53, which is a huge increase and will undoubtedly result in a warmer home.

Speaking about her experience of the Warmer Homes Scotland scheme, Miss B said:

***“It all went very smoothly and happened very quickly, much more quickly than I thought!”***

***“I have a warm house, and it’s even warmer now than when I had heating here before. And it’s really easy to use!”***

For more information about Warmer Homes Scotland or to make an application, customers can contact Home Energy Scotland free on 0808 808 2282.

