



Customer:

Miss G

Location:

Cowdenbeath

Date of installation:

June 2018

Miss G, a householder from Cowdenbeath, got in touch with Home Energy Scotland (HES) after hearing about the assistance her sister's friend received. Miss G had been living with a boiler that kept breaking down and without much money to fix it, she knew she had to see what help was available.

After phoning HES and answering a series of questions, it was determined that Miss G may be eligible for help under Warmer Homes Scotland. She was then referred to Warmworks and an initial survey was arranged.

"They went over everything and explained in detail what I could get, which was amazing. She (the surveyor) was lovely and very professional. She called me and told me when she was going to arrive at my property and was even a bit early, she also had her Warmworks badge and was just a lovely woman in general."

Once the survey had taken place, Miss G was found to be eligible to receive a new gas heating system and an energy efficient glazed door, at no additional cost to her.

Warmworks then appointed registered sub-contractor, Everwarm, to carry out the work and a technical survey was arranged. Miss G had this to say about the technical survey:

"The chap came in and measured up, clarified everything, advised what would be done and how it would be done. It went great and he was very professional and pleasant."

Once the technical survey was complete, the installation began with the team arriving early in morning to get started. Speaking on her experience of the installation, Miss G said:

"They were quick and tidy. Yes, they went through how to use the boiler and the rest of it when they were done. I couldn't have asked for better, they told me everything I needed to know. I would say that they were fantastic."

A few days after the work was completed, an inspector came to look at the work and confirmed it was installed to the highest standards.

"The inspector checked the whole thing and said everything was installed perfectly. We actually had three different inspectors, Everwarm, Pennington Choices and Warmworks."

"I couldn't fault any of them, all of them were lovely and went through everything in great detail, so I knew how to work the new system. They also explained to me that I had to keep all the paperwork and were just really good."

The SAP rating in Miss G's home went from 52 to 69, which means that her home is not only more energy efficient but warmer and more comfortable.

Speaking on her overall experience with the scheme, Miss G said:

"It was costing a fortune before as I had to turn the heating up full blast and then turn the immersion tank on to actually get hot water. So, it was very expensive. It's been too soon, and the weather's been nice, so I don't know how much bills have come down, but I'm sure they will have."

"It's an excellent service, it really is. I would say go for it and I have recommended you to someone already!"

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



Measures Installed:

- Gas heating system
- Energy efficient doors
- Energy advice



For more information please contact

T: 0808 156 9568

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