



**Customer:**

Mr C

**Location:**

Isle of Lewis

**Date of installation:**

July 2018

**Measures Installed:**

- Air source heat pump
- New radiators
- Energy advice



For more information  
please contact

T: 0808 156 9568

E: enquiries@warmworks.co.uk

W: warmworks.co.uk

Mr C, a householder from the Isle of Lewis, was struggling to keep warm with a heating system that was over 30 years old. After hearing about Home Energy Scotland (HES) from a friend, Mr C decided to give them a call to see what help he might be eligible to receive.

After calling HES and answering a series of questions, it was determined that Mr C may be eligible for help under Warmer Homes Scotland and he was referred to Warmworks. Once Warmworks received his details, an initial survey was arranged. This survey is used to determine the property type and what energy efficiency measures it might benefit from receiving.

***“The survey went very well. Everything was explained to us in great detail, including all the different measures they could offer - the process went very smoothly.”***

Once the survey had taken place, Mr C was found to be eligible to receive an air source heat pump, which incurred a contribution of £500 from him.

***“We had to pay £500, which was very suitable and reasonable compared with other prices I received from private installers.”***

Warmworks then appointed registered local sub-contractor, Alex Murray Construction, to carry out the work and a technical survey was arranged. At the technical survey the measures were discussed in-depth as well as the required preparation work.

Soon after, the team arrived to begin the installation and worked hard to ensure minimal disruption to Mr C and his family. Speaking on his experience with the installation, Mr C said:

***“Shortly after the technical survey with the sub-contractor, they got in touch to arrange an installation date, which was a very quick turnaround. The young lads were really good and very helpful. They said that they would call us back to the house when they were done to explain, very carefully, how to use the heating system, which was simple to use. The chaps that were there also set the system to a timer that suited us and showed how to override this, so it’s very easily done.”***

The SAP rating in Mr C’s home went from 45 to 54, which will undoubtedly make a difference in not only the energy efficiency of his home, but also make it warmer and more comfortable.

Speaking about his overall experience with the scheme, Mr C said:

***“They were excellent, I must say they were lovely boys and they cleaned up and cleared everything out.***

***I am so impressed and pleased that I got this heating. It’s wonderful; the whole house is warm now and I have hot water all the time - it’s great!”***

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

