



**Customer:**

Mr L

**Location:**

Isle of Lewis

**Date of installation:**

August 2018

**Measures Installed:**

- Air source heat pump
- Energy advice



For more information  
please contact  
T: 0808 156 9568  
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Mr L, a householder from the Isle of Lewis, was put in touch with Home Energy Scotland (HES) by Macmillan Cancer Support. With health problems and an antiquated heating system, Mr L was relieved to hear that he may have been eligible for support under Warmer Homes Scotland.

After speaking with HES, it was recommended that Mr L received help under Warmer Homes Scotland and he was referred to Warmworks for an initial survey to be arranged.

***“We heard about it through the Macmillan Cancer support. We needed help as we had a very old heating system. One open fireplace and storage heaters. The old storage heaters had one option; either extremely hot or ice cold - nothing in-between.”***

At the survey it was confirmed that Mr L would benefit from the installation of an air source heat pump – with this measure there is a £500 customer contribution.

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

***“Alex Murray called and said they would be carrying out the work and then the whole process began. The guy who did the survey did all the measuring and did his homework; what would be needed, what equipment they would be using. It’s an old house so there are always surprises, but I would say they were pretty well prepared.”***

Mr L had this to say about the installation:

***“I would say very tidy! I may have done a few things differently, but I was definitely happy by the end of the installation.”***

Shortly after the installation was completed, an inspector attended the property to inspect the installed works and assured Mr L that it had been installed to the correct specifications.

Mr L’s property went from a SAP rating of 32 to 44, which has made a big difference to the warmth and energy efficiency of his home.

Speaking on his overall experience with the scheme, Mr L said:

***“The whole room climate has changed for the better. We both have lung problems and the old storage heaters were blasting dust into the room. The new system is much cleaner.***

***Highly recommendable. It’s a good idea to get this work carried out. It’s a good thing for people like us. We are both very ill. For us, the improvement is very obvious and very quick as there wasn’t a long waiting time. The whole thing progressed very quickly.”***

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

