



**Customer:**

Mr A

**Location:**

South Uist

**Date of Installation:**

August 2018

**Measures Installed:**

- Gas heating system
- Energy advice



For more information please contact  
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Mr A, a householder living in South Uist, decided to get in touch with Home Energy Scotland (HES) after relying on a 35-year-old Raeburn oil heating system that was no longer efficient or meeting the needs of his family.

His wife and one of his children also suffer from severe asthma and the soot from the current heating system was exacerbating their breathing difficulties.

***"I heard that someone else got a new system fitted and they told me it was gas and that it was fantastic, so I applied for it."***

HES confirmed that Mr A was eligible for the Warmer Homes Scotland scheme and referred him to Warmworks so that an initial survey could be carried out.

Mr A was delighted to hear that he qualified for a new LPG gas boiler, the cost of which was partly funded through an enabling fund that is provided by Scottish and Southern Electricity Networks to give extra support on more complex or challenging jobs – without this help Mr A recounts how,

***"...it would have been very difficult to get the tank."***

He went on to say,

***"This really helped out, when you've got a young family it can get expensive to live out here on the islands."***

At this point, Warmworks appointed one of its registered sub-contractors to complete the works and a technical survey was arranged.

***"It (the technical survey) was quite manageable, and the suggestions they gave were impressive. The last time I did the heating in this house was 34 years ago."***

***He worked out where best to put everything and we agreed that this is going to make a big difference to the house. It's really fantastic where they are as they are not in the way, and the heat is not going out the windows, it's going through the house."***

Once the technical survey was complete, the installers arrived on time to start the installation.

***"They were really, really helpful. They got so much done in the two days when we left them to their own devices. They cleaned up after themselves; I've worked in the building trade for 40 years, and they were absolutely fantastic."***

Mr A returned home with his family and was delighted with his new energy efficient system. A few days later, an inspector came to inspect the completed works and answered all of Mr A's questions.

***"He came out to do a double check of everything. He didn't just do the check, he showed us how to use the system, and said why they were out and what they were doing."***

The SAP rating in Mr A's home went from 30 to 42, which is a big increase. We asked Mr A if he has noticed a difference in his property and his energy bills. He had this to say:

***"I'm amazed at the difference. It was installed in September and the year before it was horrendous. I had to get up at 5am so the boys and the house would be warm as it would take time for the heat to build up in the radiators. It was such an old system, I can't tell you how much of a difference this has made to us."***

Mr A has even noticed that he is saving money on his fuel bills:

***"It's more affordable and it's quicker to heat up."***

***It's been cold out here and we have it on at a set temperature and it only took £500 including the worst part of the winter. Before it was £200 a month on coal alone. We went from September, October, November, December, and we're in January now so that was for four months - it was a massive saving."***

***It's worked perfectly for us, it works really well so that is what we wanted in the first place."***

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

