



**Customer:**

Ms D

**Location:**

Shetland

**Date of installation:**

February 2018

**Measures Installed:**

- Electric storage heaters
- Energy advice



For more information  
please contact  
T: 0808 156 9568  
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Ms D, a householder from Shetland, was struggling to stay warm with old storage heaters that were inefficient and ineffective at keeping her warm. During a visit to her local Citizens Advice Bureau, she heard about Home Energy Scotland (HES) and was put in contact with them.

After a short phone call with HES, it was determined that Ms D may be eligible to receive help under Warmer Homes Scotland and she was referred to Warmworks so that an initial survey of her home could be arranged.

***“The heaters that were in were absolutely useless. We needed new ones, so that’s why I applied.*”**

***At the survey, they came along and looked all around the house to see what had to be done. They discussed it with us too.”***

After the initial survey was carried out, Ms D was found to be eligible to receive new Quantum storage heaters, at no additional cost to her.

At this point, Warmworks appointed local sub-contractor, Robertson and Peterson, to carry out the work. A few days later, Robertson and Peterson called Ms D to arrange a technical survey of her home. This survey goes into more detail about the placement of the heaters and any preparation work that needs to take place prior to the work being carried out.

On the day of the installation, the team arrived early to make a good start on the work.

***“They did very well, they just got on with it without asking too many questions. I thought they were marvellous really. There was a problem with the electrics one day, so I made them sandwiches and tea because they worked into the night to get it right. Everything was spotless, they cleaned up after themselves very well.*”**

***They were very pleasant. They really, really were good at it I can assure you. I can’t thank the boys enough, they really knew what they were doing.”***

A few days later, an inspector from Warmworks attended the property to ensure that everything had been installed correctly and to Ms D’s satisfaction.

The SAP rating in the property is now 74, which means that her home is warmer and more energy efficient.

When we asked Ms D about whether she had noticed a difference in the warmth of her home, she said:

***“Oh yes, it is ten times warmer! The heaters are so much better. They are wonderful. I was frozen with the old ones. My son was just remarking yesterday about the bills being cheaper. It is really excellent.*”**

***I am just so thankful for the help the lady at the Citizens Advice Bureau gave me. I didn’t know anything about this until she got onto me about it. She certainly knew her job.”***

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

