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Home Energy Scotland and Business Energy Scotland: Support for your customers

Green Heat Installer
Engagement Programme

5 October 2023



Presenters

Pilar Rodriguez	Green Heat Installer Engagement Programme Manager, Energy Saving Trust	Presenter, Q&A Panel
Kasia Nathan	Business Energy Advisor, Business Energy Scotland	Presenter, Q&A Panel
Yordan Popov	Technical Officer, Home Energy Scotland	Presenter, Q&A Panel

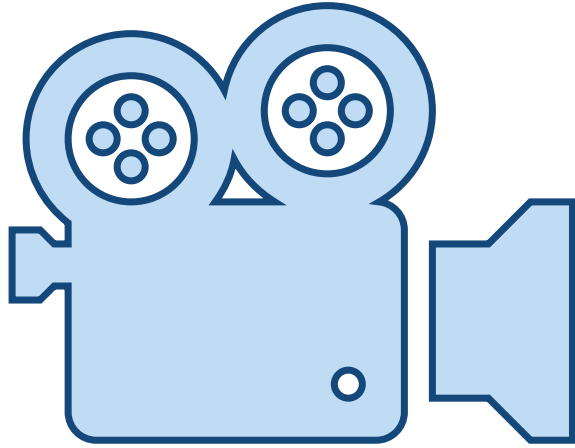
Questions

Type questions into the **Questions** pane of the control panel

You can send in your questions at any time during the presentation. These will be collected and addressed during the Q&A session at the end of the presentations.



Recording



This webinar is being recorded but your name and attendance is hidden from the recording.

The recording will be uploaded and will be made available to watch again.

Details of how to do this will be shared with you via email after the webinar has ended.

Have Your Say



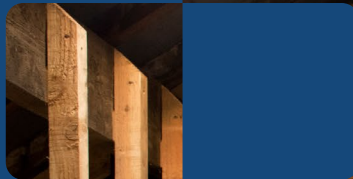
There will be a short feedback survey after the webinar has finished.

Please complete this if you can so we can continue to improve the webinars we offer.

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Decarbonising homes and buildings in Scotland

05 10 23



Green Heat Installer Engagement Programme



Resources hub

Support hub for small businesses working on energy efficiency, heating systems and micro generation. Find research, case studies and online tools to...



Skills, funding and certification

Discover the certification requirements as an installer or assessor looking to carry out work under various schemes.



Green heat installer events

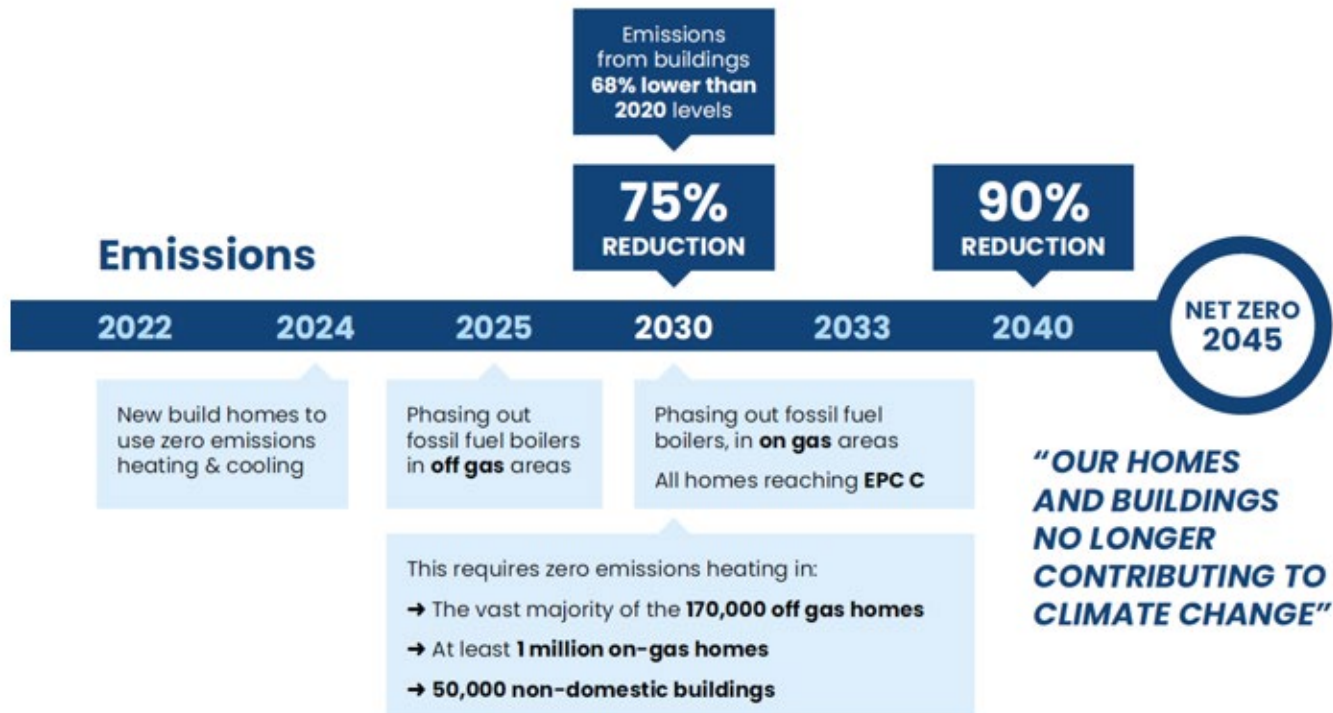
We organise networking events, webinars, workshops and information sessions. All free of charge. Find out more about our upcoming sessions.



Funding for your customers

Energy Saving Trust helps consumers access funding to make energy efficiency improvements and renewable energy additions to their property.

Scotland's Heat in Buildings Strategy

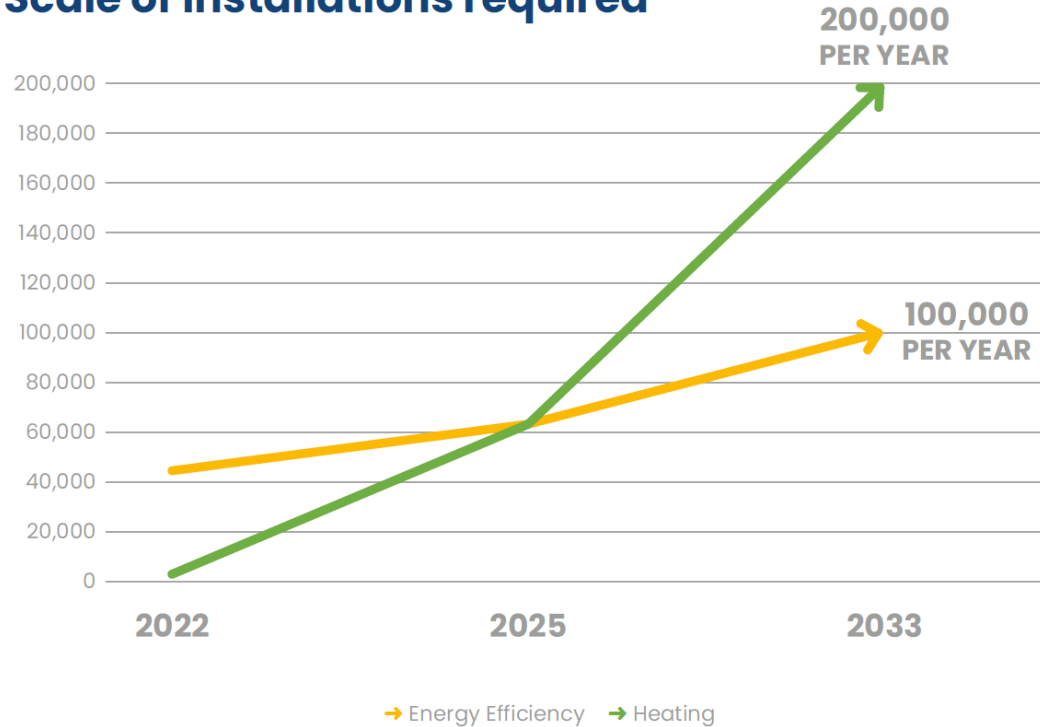


Energy efficiency requirements for homes and buildings

	Propose standard	Date for regulations	Date to meet standards
Private rented	EPC C or equivalent and Zero emissions heating	Regulation by 2025	2025- 27
Owner occupied	EPC C or equivalent and Zero emissions heating	Consultation 2023-25	2025-32
Social housing	EPC B or equivalent	EESSH2 reviewed in 2023	2024-2031
Non-domestic	Reduce demand for heat and zero-emissions heating	Consultation 2023-25 LHESS zoning by December 2023	Public sector estate to install zero-emissions systems by 2038

Domestic energy efficiency installations

Scale of installations required



Funding in Scotland

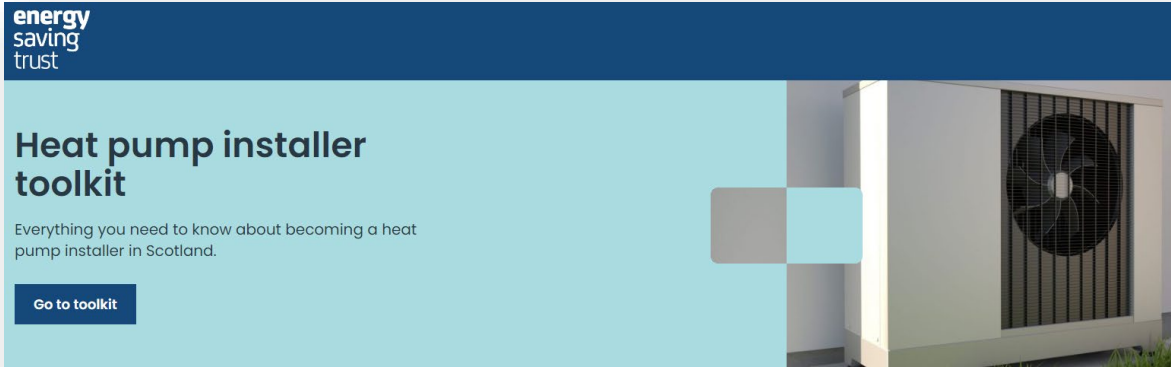
- Home Energy Efficiency Programmes for Scotland: Areas Based Schemes
- Warmer Homes Scotland
- Home Energy Scotland Grant and Loan Scheme
- Private Rented Sector Landlord loans
- SME loan
- Local Heat and Energy Efficiency Strategies (LHEES)

The challenge– gap in green heat skillsets

- Heat pumps, heat networks, thermal insulation, and direct electric heating systems.
- Additionally – project management, design roles, professional consultancy services (EPC assessors), and manufacturing sectors.



Resources- [Heat Pump Installer Toolkit](#)




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Heat pump installer toolkit

Everything you need to know about becoming a heat pump installer in Scotland.


[Go to toolkit](#)



Why heat pumps?

Find out about the benefits of heat pumps, as well as recent legislation, funding and more.

[Learn more](#)



Upskilling heating engineers

Mobile Heat Pump Training centre



More resources

- [How to become a heat pump installer in Scotland](#)
- [Domestic heat pumps best practice guide](#)
- [Procurement guide](#)
- [Case studies on upskilling apprentices and workforce](#)
- [Recorded webinars](#)
- **Coming soon- Insulation installer tool kit**



Resources hub



Green heat installer events

Heat in Buildings Strategy- Scottish Government Quality Assurance Policy Statement

- Domestic - a quality assurance scheme for Scotland in accordance with BSI PAS 2035/30 standards
- Non-domestic - role of BSI PAS 2038 retrofit standards in overcoming quality issues
- HES grant and loan schemes- applicants must use a supplier **TrustMark** approved for insulation and a **Microgeneration Certification Scheme (MCS)** approved supplier for renewable technologies.

www.gov.scot/publications/heat-buildings-quality-assurance-statement/documents

Funding for certification



Scottish Government MCS certification fund for heat pumps :

- For heating engineers with an interest in installing heat pumps (either air, ground or water source)
- The grant pays 75%, up to a maximum of £1,000, of the certification fees
- Until the end of March 2024 or until funds run out.

energysavingtrust.org.uk/grants-and-loans/mcs-certification-fund

Green Heat Installer Engagement Programme – useful links

- Website: energysavingtrust.org.uk/green-installer
- Email updates and quarterly newsletter subscription – bit.ly/2PSatKL
- LinkedIn group: linkedin.com/groups/5139242
- Email: GreenInstallerScotland@est.org.uk

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Thank you



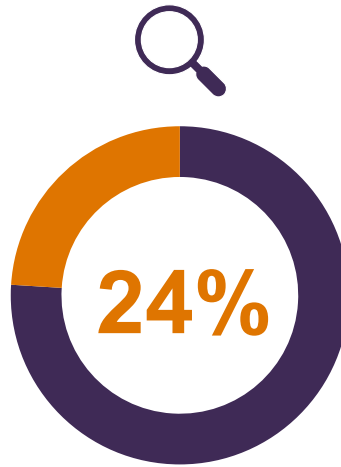
Support for your customers

Kasia Nathan, Business Energy Advisor
Business Energy Scotland

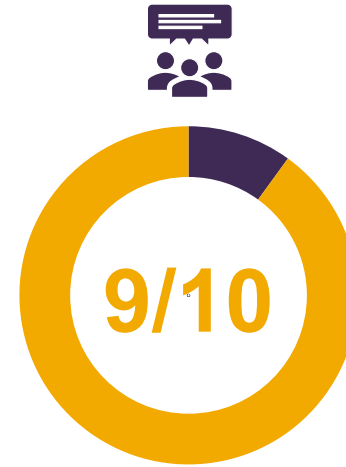
Delivering savings for Scottish SMEs



Savings identified
for businesses



Average energy
saving identified



9/10 customers
recommend us

	Support from Business Energy Scotland	Scottish Government SME Loan Scheme
Location	Premises in Scotland	
Employees	Fewer than 250 full time equivalent employees	
Turnover	Turnover not exceeding €50 million (approximately £42 million) and/or Balance sheet total not exceeding €43 million (approximately £36 million)	
Trading start	A registered enterprise of any age	Trading for 12+ months and can supply at least one set of annual accounts if requested
Ownership	If part of a group, the group qualifies as an SME	Less than 25% owned by one or more other enterprises and itself has a holding of less than 25% in any other enterprise
Credit score	Not checked/ not applicable	Has a satisfactory credit score and able to afford repayments
Project status	Can provide support at any stage	Not start work prior to the loan offer being made

Scottish Government's SME Loan Scheme

Funding for energy efficiency and renewables

- Interest free loans up to £100,000
- Unsecured and no set up fee
- Can be set against capital allowances
- Eight year repayment
- Available to Scottish SMEs trading for over 12 months

+ £30,000 cashback grant
on eligible measures upon project completion

1,000+
energy saving
projects
supported
already

**£26
million**
worth of
loans already
provided

EXAMPLE MEASURES	ENERGY EFFICIENCY	RENEWABLE HEAT	OTHER RENEWABLES
	<ul style="list-style-type: none"> • Heating • Lighting • Ventilation • Insulation • Draughtproofing • Double glazing • Refrigeration • BMS • Voltage optimisation 	<ul style="list-style-type: none"> • Ground source heat pump • Water source heat pump • Air source heat pump • Biomass boiler • Solar thermal 	<ul style="list-style-type: none"> • Wind turbine • Micro-hydro • Biomass room heaters (with radiators) • Combined heat and power with biomass • Anaerobic digestion
INTEREST RATE	0%	0%	0%
CASHBACK GRANT	75%	75%	0%
MAXIMUM CASHBACK	£20,000	+ £10,000	£0
LOAN VALUE	Up to £100,000 (with 8 year repayment)		

The customer journey

- Provide the client with your recommendation.
- Refer them to us by signposting to our website - <https://businessenergyscotland.org/get-support/>

- We are here to support the client.
- The consultant will consider the type of technology you are recommending. They will not assess your product.
- They are independent and might recommend an alternative technology/solution.
- They will typically assume an SPF of 2.5 to 4.
- Our consultants will advise the client to get more than one quote

Date of energy efficiency assessment agreed by SME and Technical Consultant

Energy efficiency assessment carried out

Report QA checked and delivered to SME.

Business Energy Advisor provides implementation support

SME may make an application to the SME Loan Scheme

20-25 working days

Eligible quotes

Loan applications must be submitted with at least one quote which meets the required criteria:

- Company Headed Paper/Company Stamp.
- Addressed to the applicant at the correspondence address for the application. This must also include the business name.
- The installation address must be included on the quote.
- The details of the measures installed must match the measures applied for with a breakdown of the cost of the improvement.
- Total cost of the installation with VAT breakdown if applicable.
- Must be dated.
- The enterprise must supply copies of two quotes on application for each measure costing more than £25,000 and a justification if they are not accepting the cheapest quote

The loan application journey



within 10 working days within 10 working days install your new equipment (within 6 months) within 10 working days within 3-5 working days

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
<p>Submit your application pack to Energy Saving Trust</p> <p>Make sure you submit the fully and correctly completed documents, or it may take Energy Saving Trust longer to process it</p>	<p>Energy Saving Trust processes your application and delivers a decision</p> <p>The decision on your application can be:</p> <ul style="list-style-type: none"> - Offer - Rejection - Query 	<p>You accept our offer</p> <p>If successful, we offer a loan to you and by returning the Loan Agreement you agree to our offer and secure funding</p>	<p>You have an invoice and submit your claim to Energy Saving Trust</p> <p>Make sure you submit a fully and correctly completed claim or it may take longer to process. Don't for the site inspection, if applicable.</p>	<p>Energy Saving Trust processes your claim</p> <p>Energy Saving Trust either issues the funds to you or query some things with you</p>	<p>The funds clear into your bank account</p> <p>You will need to send proof of payment within 60 days that you have received the funds and paid the installer. Your loan repayments will begin the following month.</p>

The fund is administered by the Energy Saving Trust



*“critical in allowing us to **quickly move forward** with our energy efficiency improvement programme.”*
 Hubert Brady, Eyemouth Freezers



Case Study: The Turing Trust

- Installed ASHP
- Insulated walls
- Switched to LED lighting
- Installed low-flow taps and toilets
- £10,000 annual saving
- 17 tonnes CO2

‘It would have been fundamentally hard to justify the upfront cost without the loan.’

James Turing, founder and CEO



Start saving today

- Use our free website resources and training events at businessenergyscotland.org
- Call our friendly advisors on 0808 808 2268



Business Energy Scotland



@busenergyscot

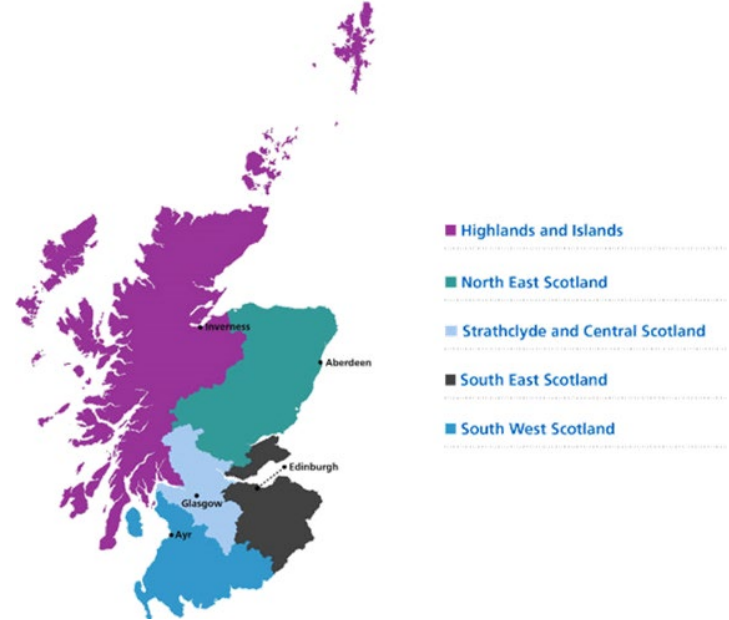
Home Energy Scotland: Support for your customers

**Yordan Popov
Technical Officer
Home Energy Scotland SE**

Home Energy Scotland



- **Free and impartial advice** on energy efficiency, renewables, transport and water efficiency.
- Help people stay warm and reduce bills by providing advice and funding.
- Funded by the **Scottish Government**, managed by **Energy Saving Trust**.
- Delivered by regional advice centres.
- Available by phone, email, and in person.



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 **Net Zero**
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Renewables Specialists Service



Technical Officers – South East
Scotland

- Provide **tailored advice** regarding your property and specific needs.
- Free and impartial **home visit service** with on-site advice on renewable technologies and fabric improvements for traditional buildings.
- Technical Officer can provide **remote support** or visit you at your property if necessary.
- Provide **required reports** to support funding applications for renewables on self-build projects.
- **Continued support** for as long as needed

Tools and additional support

Home Renewables Selector Report

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Your renewables report



Solar photovoltaics (PV)



Solar electricity panels, also known as solar photovoltaics (PV), capture light from the sun and convert it into electricity for your home. Solar electricity panels will generate electricity even on cloudy days – they just need daylight.

Potential performance		
Potential annual net benefit £251 year		
Potential CO ² saving 1,012 kg / year	Potential fuel bill saving £160 year	Potential payments from SEG £91 year
Estimated installation cost £5,970		

More detail and assumptions

These figures are based on the information about your property that you have provided and assume that any recommended improvements have been installed first.

Assumed Smart Export Guarantee (SEG) Tariff: 4.0 pence/kWh	PV system type Medium (4kWp) System requires 29 m ² of roof space	
Energy generated by the panels 3,295 kWh	Amount used within the property 1,017 kWh	Amount exported to the electricity grid 2,279 kWh
Assumed PV inverter efficiency: 95%		

Try the tool at:

homerenewableselector.est.org.uk/

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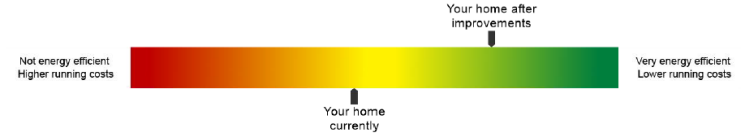
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Scottish
Government

Home Energy Improvement Report

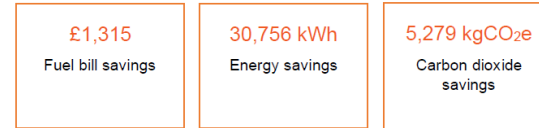


Recommended improvement	Indicative cost	Annual savings		
	£	kWh	kgCO ₂ e	£
Extension roof - Insulation for flat roofing (250 mm)	£1,800	206	26	£13
Room-in-roof flat ceiling and residual loft space - Room in roof, flat ceiling and/or residual loft space insulation (300 mm)	£2,400	2,923	376	£160
Bathroom - Room-in-roof flat ceiling and residual loft space - Room in roof, flat ceiling and/or residual loft space insulation (300 mm)	£1,400	115	15	£8
Room in roof wall - Room in roof walls and sloping parts, 100mm insulation	£5,400	4,919	633	£269
Extension wall - Cavity wall insulation	£500	906	117	£59
Main walls - Internal wall insulation	£6,700	3,576	459	£195
Main floor - Standard insulation (e.g. mineral wool) between floor joists (150mm)	£3,100	2,437	313	£151
Extension floor - Solid floor with 150 mm insulation	£3,100	1,070	137	£66
Single glazed windows - Secondary glazing	£2,200	718	91	£43

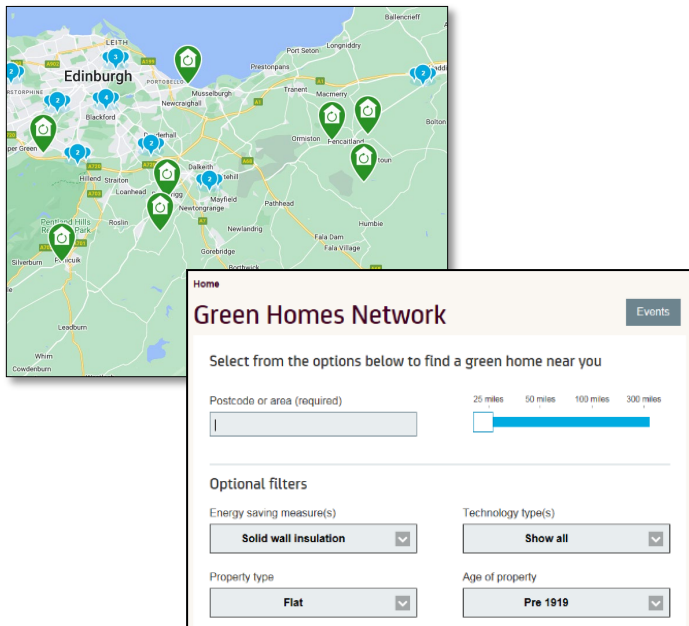
Potential improvement of your home's energy efficiency



Estimated annual savings and payments with this package of improvements



The Green Homes Network



- A network of over 300 households in Scotland who have made energy efficiency and renewable technology improvements to their homes
- Managed by the Energy Saving Trust
- Read variety of case studies from across Scotland
- You can call, email or visit GHN members to learn more about their tech and experience, or even attend on of their events
- Try the tool at: greenhomesnetwork.energysavingtrust.org.uk/

The Renewable Installer Finder



Enter your full postcode or the name of an installer

Map view
 List view

I agree that I have read the [disclaimer](#) and agree to the [terms and conditions of use](#). Searching by postcode is only for postcodes in Scotland

Technologies

<input type="checkbox"/> Solar electricity (PV)	<input type="checkbox"/> Wind turbines
<input type="checkbox"/> Hydro electricity	<input type="checkbox"/> Wood fuelled heating
<input type="checkbox"/> Solar water heating	<input type="checkbox"/> Ground source heat pumps
<input type="checkbox"/> Air source heat pumps	<input type="checkbox"/> Micro CHP
<input type="checkbox"/> Exhaust air heat pumps	<input type="checkbox"/> Solar assisted heat pumps
<input type="checkbox"/> Gas absorption heat pumps	<input type="checkbox"/> Water source heat pumps

Distance in miles

10 20 50 100 All

Search by average customer rating

☆☆☆☆☆

Only show installers that have offers at present

- Help to locate an MCS certified installer near you
- Read reviews of installers written by real customers
- **Try the tool at:**
<https://rif.est.org.uk/>



Funding support

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Financial support and incentives

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- Home Energy Scotland Grant & Loan
- Private Rented Sector Landlord Loan
- Warmer Homes Scotland
- Area Based Schemes
- Other schemes also available



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Home Energy Scotland Grant & Loan



- Scottish Government-funded scheme for owner-occupiers in Scotland
- Grant funding available for a range of energy efficiency improvements and renewable technologies
- Grant can be accessed on its own or alongside an interest-free loan
- Repayment periods can be up to 12 years
- Some improvements are loan funded only
- Additional grant funding for rural areas
- Can assist with your upfront costs, including initial drawdown of funds to pay a deposit (subject to approval on a case-by-case basis)

Installation cannot commence until a written loan offer is received from the Energy Saving Trust

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Home Energy Scotland Grant & Loan



- **Grant funding for insulation** measures is up to £7,500 (or £9,000 for homes in the 'Rural Uplift' areas). This can be supplemented with optional interest-free loan funding.
- **Grant funding for heat pumps** is £7,500 (or £9,000 for homes in the 'Rural Uplift' areas). This can be supplemented with up to an additional £7,500 as an optional interest-free loan.
- **Packages:** In the case of a package of measures being installed (e.g. heat pump, Solar PV & Electric Battery), additional grant funding may be available.
- Solar PV and Battery Storage funding only accessible when installed alongside a renewable heating system

Get in touch



Call our freephone number:
0808 808 2282 (free phone)

Email us:
advice@se.homeenergyscotland.org

Visit our website:
<https://www.homeenergyscotland.org/>

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Panellists:

Pilar Rodriguez	Green Heat Installer Engagement Programme Manager, Energy Saving Trust
Kasia Nathan	Business Energy Advisor, Business Energy Scotland
Yordan Popov	Technical Officer, Home Energy Scotland



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- **Email:**
GreenInstallerScotland@est.org.uk
- **LinkedIn Group:**
<https://www.linkedin.com/groups/5139242/>
- **Email updates and quarterly newsletter subscription:**
bit.ly/2PSatkl
- **Website:**
<https://energysavingtrust.org.uk/business/energy-efficiency/green-installer/>

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