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# Support for your customers: Home Energy Scotland advice service

Green Heat Installer  
Engagement Programme

10 April 2024



# Presenters

Rachel Comrie	Green Heat Installer Engagement Assistant Programme Manager, <b>Energy Saving Trust</b>	Presenter, Q&A Panel
Dean Wigglesworth	Partnership Manager, <b>Home Energy Scotland</b>	Presenter, Q&A Panel
Torin Clarke	Assistant Programme Manager, Scottish Home Renewables, <b>Energy Saving Trust</b>	Presenter, Q&A Panel

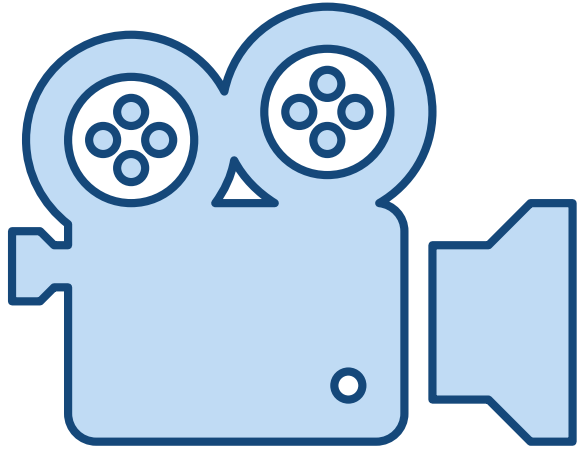
# Questions

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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 presentation is being recorded but your name and attendance are hidden from the recording.

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

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# Have Your Say



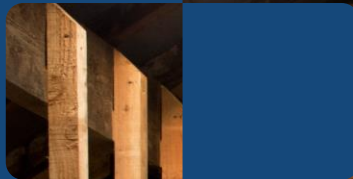
There will be a short feedback survey after the webinar has finished.

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

# Green Heat Installer Engagement Programme

Rachel Comrie

10.04.24



# 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...



## Green heat installer events

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



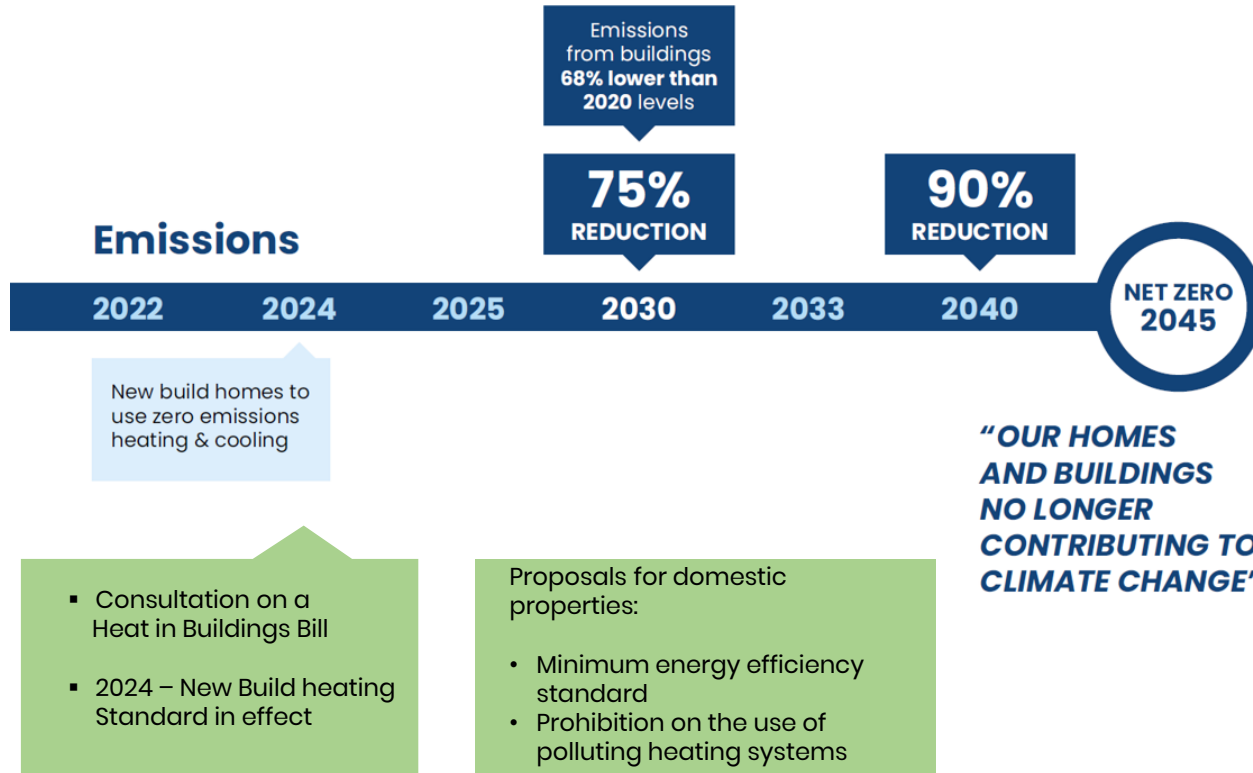
## Skills, funding and certification

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



## Funding for your customers

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






# Resources to support the green heat sector

**energy saving trust**


## Energy Saving Trust toolkits



### Insulation toolkit

Find out everything you need to know about becoming an insulation installer in Scotland.


[Explore >](#)





### Heat pump installers toolkit

Find out everything you need to know about becoming a heat pump installer in Scotland.

[Explore >](#)

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[About us](#)

# Insulation Installer toolkit



← Return home

## Insulation toolkit

### Contents

- 1 Why do homes and commercial buildings need insulation?
  - 1.1 Heat loss
  - 1.2 Typical insulation measures
  - 1.3 Policy landscape
  - 1.4 The business opportunity
  - 1.5 Frequently asked questions
- 2 Installation
  - 2.1 Product standards and selection
  - 2.2 Installation standards
  - 2.3 Pre-installation inspections
  - 2.4 Other considerations
  - 2.5 Further information
- 3 Upskilling & qualifications
  - 3.1 Typical roles
  - 3.2 Training providers
  - 3.3 Funding for training
- 4 Installation certifications
  - 4.1 Requirements for TrustMark registration
  - 4.2 Achieving and maintaining TrustMark registration

[Insulation toolkit](#) / 2. Installation

## 2. Installation

What to consider before retrofitting insulation to a building.

[Copy page link](#)

The aim of the process is to ensure that the right materials are installed by skilled individuals in properties that are suitable for treatment and that the work complies with the legal requirements.



# Heat Pump Installer Toolkit

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## Heat pump installers toolkit

### Contents

- 1 Why heat pumps?
  - 1.1 What is a heat pump?
  - 1.2 Policy & legislation
  - 1.3 Increased uptake
  - 1.4 Funding for heat pumps
  - 1.5 Heat pump myths
- 2 Installation considerations
  - 2.1 Differences between a gas boiler and a heat pump
  - 2.2 Who do I need in my team?
  - 2.3 Building survey
  - 2.4 Heat pump design
  - 2.5 Electrical load check
  - 2.6 Planning permission
  - 2.7 Where to source a heat pump?
- 3 Upskilling & qualifications
  - 3.1 Installer skills matrix
  - 3.2 Training providers
  - 3.3 Funding to support installer training
- 4 Heat pump certification
  - 4.1 Funding to become MCS certified


[Heat pump installers toolkit](#) / 2. Installation considerations

## 2. Installation considerations

What elements do you need to consider before installing a heat pump?

[Copy page link](#)

When installing a heat pump for the first time, there are a number of things that need to be considered. From the actual installation process to sourcing a heat pump, there are requirements you should look at when installing a heat pump.



# Mobile Heat Pump Training centre

Delivering training across Scotland



[energysavingtrust.org.uk/business/energy-efficiency/green-installer/heat-pump-training](https://energysavingtrust.org.uk/business/energy-efficiency/green-installer/heat-pump-training)

# Funding for MCS 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
- **Scheme is now closed. Waiting to hear confirmation from Scottish Government on its continuation.**
- To apply visit:

[energysavingtrust.org.uk/grants-and-loans/mcs-certification-fund](http://energysavingtrust.org.uk/grants-and-loans/mcs-certification-fund)

# More resources

- [How to become a heat pump installer in Scotland](#)
- [Domestic heat pump best practice guide](#)
- [Procurement guide](#)
- [Case studies to encourage the industry to upskill](#)
- [Recorded and upcoming webinars](#)



# Green Heat Installer Engagement Programme – useful links



Email: [GreenInstallerScotland@est.org.uk](mailto:GreenInstallerScotland@est.org.uk)



LinkedIn Group: [www.linkedin.com/groups/5139242](http://www.linkedin.com/groups/5139242)



Email updates and quarterly newsletter subscription: [bit.ly/2PSatKL](https://bit.ly/2PSatKL)



Website: [energysavingtrust.org.uk/business/energy-efficiency/green-installer](http://energysavingtrust.org.uk/business/energy-efficiency/green-installer)

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Thank you







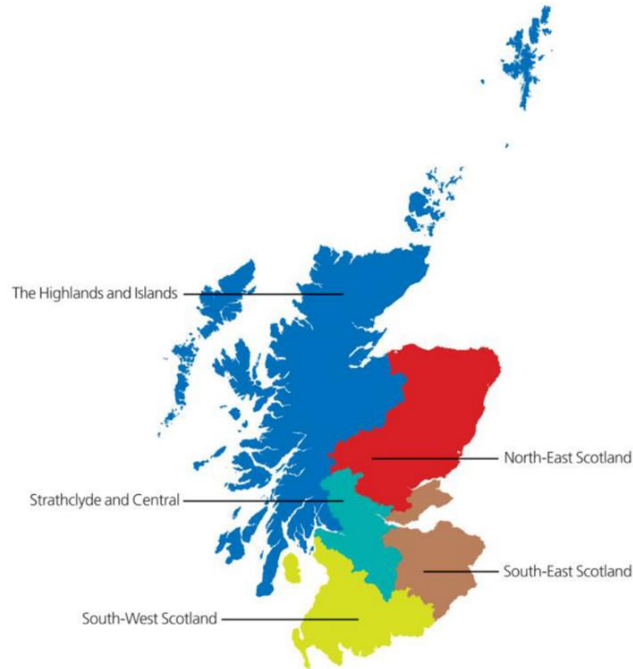
# Home Energy Scotland: Support for your customers

HOMEENERGYSCOTLAND.ORG  
**0808 808 2282**  
FUNDED BY THE SCOTTISH GOVERNMENT

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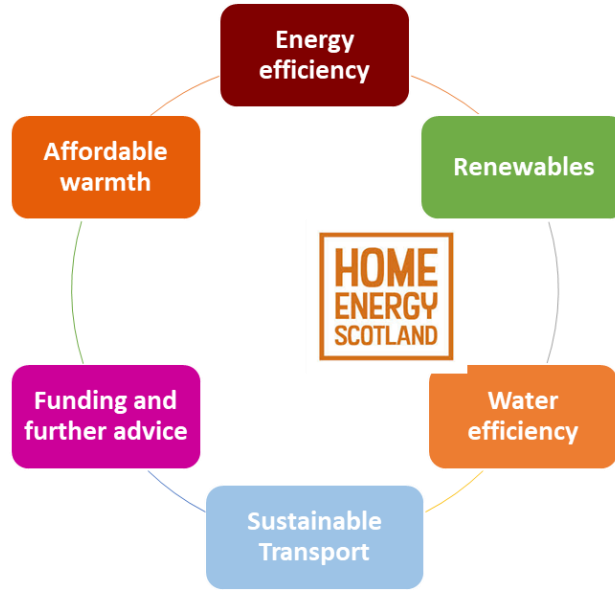


# Home Energy Scotland



- Funded by the Scottish Government, delivered by Energy Saving Trust
- A one-stop shop for clear, free and impartial energy advice and support to make homes cheaper to heat
- Help for households to save energy, reduce fuel bills, keep homes warmer and reduce carbon emissions
- Access to Government funded schemes

# Home Energy Scotland



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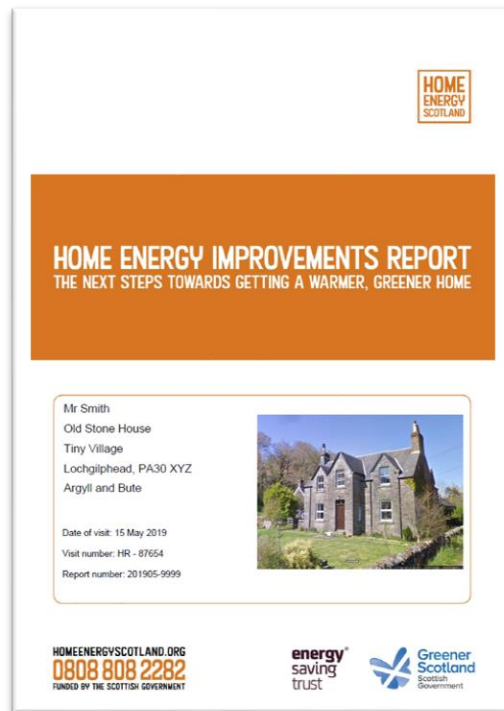
# Initial Customer Journey

- Contact our advice team by telephone or email.
- Talk to us about your aims.
- Tell us about your property.
- Find out which schemes may be available.
- Arrange a follow up call with our Specialist Advisors.

# Specialist Advice

## Levels of support available

- Comprehensive factsheets.
- Bespoke remote reports.
- Property survey.
- Continuing support.



# Existing properties

- Fabric first approach.
- Suitable technologies.
- Energy Performance Certificate
- Alternative measures.
- Tailored report based on the EPC.
- In person property assessment.

**Energy Performance Certificate (EPC)**
**Scotland**

*Dwelling:*  
**59 ROSE CRESCENT, HAMILTON, ML3 9NF**

<b>Dwelling type:</b> Top-floor flat	<b>Reference number:</b> 2300-3892-0822-5292-1803
<b>Date of assessment:</b> 11 August 2020	<b>Type of assessment:</b> RdSAP, existing dwelling
<b>Date of certificate:</b> 13 August 2020	<b>Approved Organisation:</b> Elmhurst
<b>Total floor area:</b> 66 m <sup>2</sup>	<b>Main heating and fuel:</b> Boiler and radiators, mains gas
<b>Primary Energy Indicator:</b> 203 kWh/m <sup>2</sup> /year	

**You can use this document to:**

- Compare current ratings of properties to see which are more energy efficient and environmentally friendly
- Find out how to save energy and money and also reduce CO<sub>2</sub> emissions by improving your home

<b>Estimated energy costs for your home for 3 years*</b>	<b>£1,707</b>	See your recommendations report for more information.
<b>Over 3 years you could save*</b>	<b>£195</b>	

\* based upon the cost of energy for heating, hot water, lighting and ventilation, calculated using standard assumptions

**Very energy efficient - lower running costs**

A	92-100
B	81-91
C	69-80
D	55-68
E	41-54
F	27-40
G	13-26

Not energy efficient - higher running costs

Current	Potential
74	77

**Energy Efficiency Rating**

This graph shows the current efficiency of your home, taking into account both energy efficiency and fuel costs. The higher this rating, the lower your fuel bills are likely to be.

Your current rating is band C (74). The average rating for EPCs in Scotland is band D (61).

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

**Very environmentally friendly - lower CO<sub>2</sub> emissions**

A	92-100
B	81-91
C	69-80
D	55-68
E	41-54
F	27-40
G	13-26

Not environmentally friendly - higher CO<sub>2</sub> emissions

Current	Potential
74	78

**Environmental Impact (CO<sub>2</sub>) Rating**

This graph shows the effect of your home on the environment in terms of carbon dioxide (CO<sub>2</sub>) emissions. The higher the rating, the less impact it has on the environment.

Your current rating is band C (74). The average rating for EPCs in Scotland is band D (59).

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

**Top actions you can take to save money and make your home more efficient**

Recommended measures	Indicative cost	Typical savings over 3 years
1 Increase loft insulation to 270 mm	£100 - £350	£114.00
2 Replacement glazing units	£1,000 - £1,400	£81.00

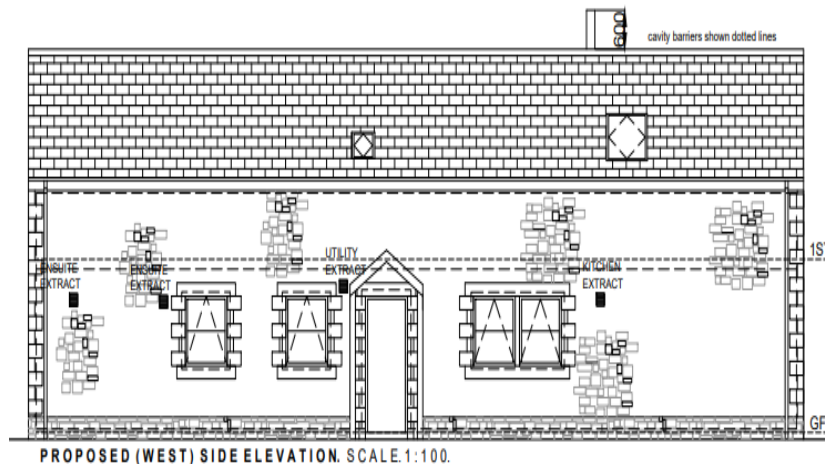
A full list of recommended improvement measures for your home, together with more information on potential cost and savings and advice to help you carry out improvements can be found in your recommendations report.

To find out more about the recommended measures and other actions you could take today to stop wasting energy and money, visit [greenenergyscotland.org](http://greenenergyscotland.org) or contact Home Energy Scotland on 0808 808 2282.

THIS PAGE IS THE ENERGY PERFORMANCE CERTIFICATE WHICH MUST BE AFFIXED TO THE DWELLING AND NOT BE REMOVED UNLESS IT IS REPLACED WITH AN UPDATED CERTIFICATE.

# Self-build projects

- Planning permission.
- Building warrant.
- Architect floor plans.
- Sap document.



# Supporting documents

- Energy Performance Certificate.
- Home Renewables Selector Report.
- Home Energy Improvement Report.
- Energy Improvement Report: Rental Properties.



# Summary

- Customers can start their journey by contacting Home Energy Scotland
- Personal Advisors will take personal and property details
- They will provide initial advice and arrange for more specialist advice
- Specialist Advisors will provide in-depth advice on renewable technologies and their suitability
- This will be supported by tailored reports that can be used to support funding applications
- Support will continue on a one-to-one basis throughout the customer journey

# Home Energy Scotland: Support for your customers Thank you

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# Green Homes Network

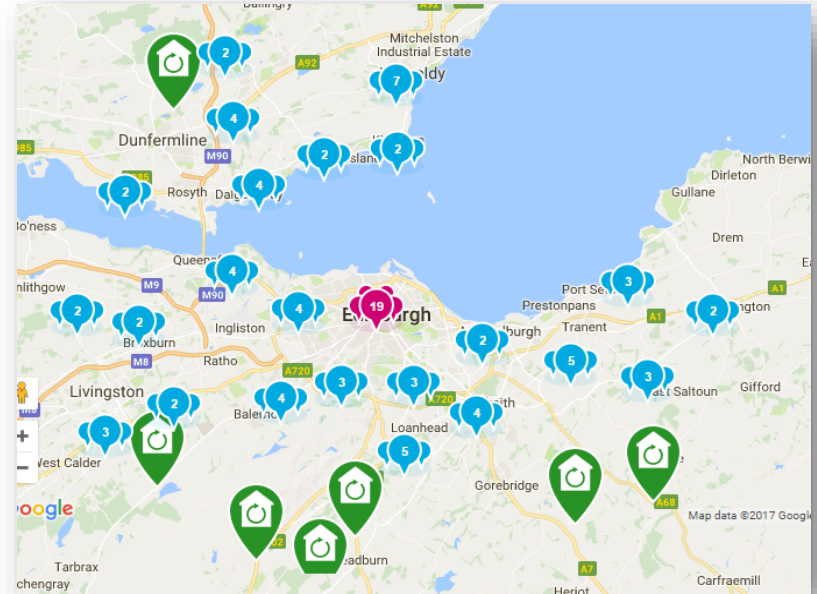
Torin Clarke

10/04/24



# What is the Green Homes Network?

- A network of around 400 households across Scotland which have installed energy efficiency measures and renewable technologies such as heat pumps
- Hosted on a free-to-use searchable database, case studies vary from old stone cottages to new builds, and everything in-between
- Case studies provide honest feedback about experiences installing, and living with, different sustainability measures



# How do you use the database?

## Green Homes Network

Welcome to the Green Homes Network which is a database of case studies submitted by members in Scotland who have installed energy efficient and renewable measures in their homes.

Select from the options below to find a green home case study in Scotland. Read about their project and request to contact the member for more information.

[Add my home](#)

Select from the options below to find a green home near you (the network is in Scotland only)

Postcode or area (required)

Distance



### Optional filters

Selecting more than one filter option will expand the results to include those that meet one, both, or multiple criteria.

Energy saving measure(s)

[Show all](#)

Renewable technologies installed

[Show all](#)

Property type

[Show all](#)

Age of property

[Show all](#)

[Clear previous search](#)

[Search](#)



If you would like to contact this member please click below and fill in your contact details.

[Contact this member](#)

With the environment and self-sufficiency in mind, James Cheung contacted Home Energy Scotland for advice on making his home and transport more environmentally friendly.

"I already owned an [electric car](#) when I was moving back to Scotland but I wanted to make use of Energy Saving Trust resources to make my home as green and off the grid as possible. My long term goal when I retire is to reduce my dependency on the national grid and to run my car on sunshine."

The owner of a Nissan Leaf 2016, it was Facebook's Scottish electric vehicle (EV) driver's group which helped James find a [solar PV system](#) installer recommended by others. He selected Jorro to install this and his [electric boiler system](#). A grant from the Office for Low Emission Vehicles (OLEV) combined with support from Energy Saving Trust for the electric vehicle charger meant he could also get the latest Zappi Smart charger for free.

Home Energy Scotland also helped James apply for the Home Energy Scotland loan. This provided interest free funds to help with the installation of his LG NEON2 Solar 12 panel 320w (3.84kW) system and LG Chem 10kWh battery.

The result is that his monthly electricity bills have now halved! And on sunny days he is able to charge his car using excess solar energy maximised by his Zappi charger with great results.

"If you have an electric car you'll find that, on a sunny Scottish September day, a 4kW PV system can charge your car with up to 25kWh in a day. That translates to about 80-100 miles range."

Although it was not a deciding factor in installing the system, James is also applying for the Feed-In Tariffs scheme for his solar PV system. The UK Government scheme pays for electricity generated (and used) by the household and also for electricity exported to the grid.

And it's not just a change in finances that James' household has seen. They've also noticed a change in their behaviour now that they can monitor where their electricity is coming from and has led to a greater awareness of energy use. So these days, white goods, such as the dishwasher, are often set on a timer to go on while they are out of the house for the day.

But it's not primarily about financial savings, as James says:

"People always ask about the cost and how long will it take to pay back but for me it's more about using renewable resources and being less reliant on the National Grid. So for me the investment has been worth every penny."

Type of property

Detached

[View more](#)

Technologies & measures installed

[Solar PV](#) [Electric boiler](#) [Electric vehicle](#) [Electric charge point](#)

Visit: <https://energysavingtrust.org.uk/tool/green-homes-network/>

# Getting the word out



**David and Pauline**

David and Pauline installed because "reducing our home's total energy use just made sense. If you want to reduce your carbon emissions, heat pumps are great."

MEET DAVID AND PAULINE >

**Act now, save later**

Home Energy Scotland advisers can help you to make your property more energy efficient - and save you money

**T**HERE are lots of reasons why improving the energy efficiency of your properties is a positive decision for you and your tenants. For example, making your rented properties more energy efficient could add value, make your properties more attractive to new tenants, lead to lower turnover of tenants, and reduce potential problems such as damp.

- the recommended improvements
- the approximate cost of making these improvements
- potential fuel bill and carbon savings
- any potential income you could make from installing a renewables system
- the estimated improvement in the Standard Assessment Procedure (SAP) score.

**How one landlord improved her property's EPC rating**

Improving energy efficiency should also increase your property's Energy Performance Certificate (EPC) rating. For example, installing a heat pump which, plus radiators and hot water cylinder cost a total of £11,500. The energy savings of £100 per month (which translates into a £1,200 per year benefit) are inclusive of bills, plus Renewable Heat Incentive payments of £200 she receives (payable quarterly for seven years, but which closes to new applicants on 31 March 2022), more than cover her loan repayments of £178 per month.

Buith cottage is now fully renovated and has achieved an EPC rating of B+.



Green Homes Network – Discover your home's...

58 views • 1 year ago

- The network is more popular than ever with thousands of users viewing case studies tens of thousands of times each year
- Members regularly support projects, educational events and speak to the media
- Case studies often mention installers used



*“Great to speak to someone who changed from storage heaters to an air source heat pump. I had a very useful conversation about his experience having it installed. I found out about the savings he is getting and how it operates in real life. It puts my mind at rest that I am making the right decision.”*

*“The visit on Sunday went very well, thank you for arranging this. The member was extremely knowledgeable and helpful. I was reassured by his experience of installation and heating with the ASHP to date.”*

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**Thank you**



You can ask questions by typing them into the questions box of the control panel

## Panellists:

Pilar Rodriguez	Green Heat Installer Engagement Programme Manager, Energy Saving Trust
Dean Wigglesworth	Partnership Manager, Home Energy Scotland
Torin Clarke	Assistant Programme Manager, Scottish Home Renewables, Energy Saving Trust



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

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Thank you for  
attending