



European Energy Network

The voluntary network of European Energy Agencies - at the heart of the clean energy transition

Name and Country of EⁿR Member

Energy Saving Trust - United Kingdom

energy
saving
trust



Name of Project/Programme

Home Energy Scotland

<https://www.homeenergyscotland.org/>

Description of Project

Home Energy Scotland is a support service available to people living in Scotland, to help them improve home energy efficiency, reduce their energy bills, and lower their carbon footprint. The programme aims to improve the quality of life and wellbeing for people in Scotland by helping them make their homes warmer and safer, but also has a clear goal of tackling the climate emergency.

Home Energy Scotland delivers:

- Telephone advice via trained advisors
- Home visits, where in-depth advice and support is needed, for example if customers are very vulnerable or installing complex measures
- Online advice through website information and interactive tools

Customers receive impartial advice on how to reduce energy waste in the home, on renewable technologies, green travel, cutting water waste and get support with finding suitable funding options. There are also services which specifically target vulnerable energy consumers and those in energy poverty. The Home Energy Scotland advisors check what support customers are entitled to and those who qualify are referred to the relevant support services.

This integrated approach provides a single point of support, removing the complexity of accessing advice, while also makes it easier for households to take action.

Customers can also access interest-free loans, through Home Energy Scotland, of up to £38,500 to help them overcome the critical barrier of high upfront investment costs of energy efficiency improvements and transitioning to renewables.

Aim/Expected Impact of Project

Each year Home Energy Scotland helps more than 90,000 customers and customer satisfaction is at 97%. The lifetime savings on energy bills by customers using the service in 2017-18 was estimated to be more than £82 million and the lifetime carbon savings is estimated to be 300,000 tonnes CO₂.

Linked to which specific area(s) of the Green Deal (e.g.):

- Smart Integration
- Renovation wave
- Circular economy

Home Energy Scotland is able to provide householders with more detailed and tailored advice, informed by their smart meter data. Through the use of a smart meter tool, customers are presented with data in a user-friendly way and advisors are able to provide personalised advice directly to householders.



By offering guidance and financing for home renovations, the programme is playing a key role in supporting building renovations in the UK and ensuring that those least able to finance the measures themselves are referred into grant schemes.

Specific involvement of agency in carrying out the project

Home Energy Scotland is funded by the Scottish Government and Energy Saving Trust directly delivers and manages the service.

