

energy
saving
trust

Advice in Wales and Scotland



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Wales - NEST

What is Nest?



The Welsh Government warm homes Nest scheme provides funding for energy efficiency improvements to low-income households and those living in deprived communities across Wales.

Nest also offers free advice and support to everyone household in Wales. This includes benefit entitlement checks and signposting for schemes and discounts on your energy bills.

Where a customer is eligible, Nest offers a package of free home energy efficiency improvements such as a new boiler, central heating, insulation, solar panels or a heat pump. This can help to lower energy bills and benefit health and wellbeing.

Since 2011, Nest has provided free home efficiency improvements to over **56,500 households**.

Last year we helped 22,000 households and saw a 106% increase in call volumes

Eligibility Criteria



To qualify for a Nest whole house assessment, you must:

- Own or privately rent your home in Wales
- Live in an energy-inefficient property (determined by Nest home energy check)
- Claim a means tested benefit (with less than £16,105 individual income), OR have a chronic respiratory, circulatory or mental health condition and an income below defined thresholds.

Eligibility Criteria



Eligible Means Tested Benefits

- Child tax credit
- Universal credit
- Working tax credit
- Pension credit
- Income support
- Housing benefit
- Council tax reduction scheme
- Income based job seekers allowance
- Income based employment support allowance

Health scheme qualifying criteria

- Be living with a chronic respiratory, circulatory or mental health condition
- Be living on a low income below defined thresholds

Evidence of a health condition

- Either a prescription, medication package, treatment plan or GP/Hospital appointment or referral letter will be checked when a Nest Assessor visits the home

Support available



There are several home energy efficiency improvements available. Any options offered are subject to a Whole House Assessment of property:

- New central heating system
- Loft insulation
- Cavity wall insulation
- Draught proofing (available with a measures package only)
- Solar photovoltaic (PV) panels
- Heat pump

Customer journey



Call made to Nest advisor centre. Free home energy advice, signposting to support services and Nest eligibility check provided



(If eligible) Nest whole house survey booked (up to 15 working days)



Measures installed (up to 45 working days)

Customer referral process



- Call Nest on behalf of a customer or complete an online call back form (verbal consent required)
- Refer customers to Nest's partner portal

Case study



“Having recently received a boiler, radiators and solar panels, I can attest to how FANTASTIC this programme is. In just the first two weeks of this month, we have produced 155kWh of energy. From 6 May to 5 June we used 124kWh. How thankful!”

Nest programme customer, Wales

Home Energy Scotland



<https://energysavingtrust.org.uk/wp-content/uploads/2023/06/EST-Supporting-Scotlands-Green-Ambitions.pdf>

- Advice is free, impartial, bespoke and tailored to personal circumstances & property characteristics.
- Available to householders (owner occupiers, tenants) and smaller private landlords.
- Pre & post installation advice delivered online, by phone and in person at home and events
- Simple customer journey
- Works with existing advice providers (it doesn't replace them)
- Fully managed and self managed measures depending on income.

- Each year, HES helps more than **130,00** customers in Scotland
- **47%** installed an energy efficiency or renewable energy measure after receiving advice (87% for heat pumps)
- **57%** of total savings achieved by customers can be directly attributed to HES advice provided. This means an average lifetime saving of **4.2 tonnes CO2** (and **£1,784** financial saving) per customer advised

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Thank you

