

Home Energy Scotland case study Brendan



Brendan moved into a stonewall cottage just outside Falkirk five years ago and soon had problems keeping warm.

The boiler at the cottage was unreliable. It broke down continuously and had to be serviced regularly, which wasn't cheap. Even with the servicing, the boiler continued to be unpredictable to the point it left the family without any heating during a particularly cold spell. The faulty boiler was also costing Brendan a fortune in gas bills and repairs.

After reading about Home Energy Scotland on the internet, Brendan decided to get in touch for some advice. It turned out to be the best phone call he has made. The advisors were helpful and supportive. They also told him about a voucher he could apply for towards the cost of a new boiler.

The engineer that went to the cottage to look at the boiler quickly confirmed that it needed to be replaced. Brendan wasted no time and took action and arranged for a supplier to come and install a new boiler, as well as applying for a voucher towards the costs as advised. The application was much easier to fill in than expected and the money for the new boiler was deposited into his account within a very short space of time which was helpful.

The boiler was replaced in November last year and Brendan has already noticed a huge difference in the warmth of the cottage and importantly, how much less they are paying in gas bills.

Brendan was really pleased with the work and with how smoothly it went:

“Having a new boiler fitted after years of living with a faulty one has been life changing. Before we got in touch with the Hotline, our gas bills were enormous and the boiler kept breaking down – it just couldn't be relied on. I decided to do some online research and thankfully discovered the Home Energy Scotland Hotline. I'm so pleased I decided to get in touch – one call was all it took.

“The advisors were really friendly and discussed my energy needs at length. The whole process of applying for the voucher towards the cost of the boiler and arranging to have it replaced was also really simple. The work was carried out quickly with very little inconvenience to me and my family. Now that we have the new boiler installed, we finally have peace of mind that we won't be left out in the cold if the weather takes a turn for the worse this winter. We can also have the heating on for longer and it actually costs us less, which is perfect.”

Call

0808 808 2282

for advice and information on
your home energy use from a
Home Energy Scotland Advisor