

# Home Energy Scotland case study Jeanette McCaw

**Jeanette McCaw and her husband experienced constant problems and breakdowns with their boiler for over three years. She knew it was time for a change but was concerned about the cost of buying and installing a new one.**

Luckily, through sharing her worries with a friend, Jeanette discovered that she could call Home Energy Scotland for free advice and energy support.

Wasting no time in picking up the phone, Jeanette soon discovered that she was eligible to have a new gas combi boiler and seven new radiators installed at no cost to her. Just a short telephone conversation later with one of the Hotline's advisors, Jeanette was referred for help – and later found out that she would be able to get the work done free of charge. Jeanette, from Newmilns, said:

“After a simple telephone call and application process, the advisors at Home Energy Scotland got back in touch to let me know that I qualified to have my boiler replaced free of charge, which was great news.”

“Our old boiler was then removed and a new one was installed in less than a day. Overall, the whole process took just under five weeks from start to finish. It was very quick and straightforward.”

Jeanette has noticed a real difference at home:

“Our new boiler is much more efficient. We have a large flat with high ceilings, but it now takes less time to heat up and is warmer than before, which is great.”

Help from Home Energy Scotland didn't stop there for Jeanette, who also took advantage of the advice and support on offer, including free energy saving tips. Jeanette said:

“I would urge everyone to pick up the phone and call Home Energy Scotland now. The money-saving advice is really helpful and you can find out what you are eligible for - like free insulation or even a new heating system. Getting a new boiler has changed our lives and we can now look forward to a warmer winter with real peace of mind.”

Call

**0808 808 2282**

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