

Energy Scams

Avoid

cold callers or pop up adverts on social media. Don't accept any information about energy saving measures or grants/funding offered from these sources without doing independent research.

Research

Get an impartial assessment done. Find out which energy saving measures will have the maximum impact and will be most beneficial to your home. An assessment should also tell you whether any pre-permissions or notifications are required before installation (such as planning permission from your local authority or building control).

Choose

carefully - get at least 3 quotes from trusted companies before having any work done in or around your property. Base your choice on credible reviews (check at least 3 different review sites) and mandated accreditations/registrations such as the Gas Safe Register.

Check

that quality financial protection is offered in case anything goes wrong. This could be product warranties, insurance backed guarantees or another form of financial protection. Make sure you know any upfront fees and the total cost/length of any credit agreement. Find out whether the finance is tied to your home or energy use. Check funding available in your area at: www.energysavingtrust.org.uk/scotland/home-energy-scotland

Report

any issues to Advice Direct Scotland on 0808 164 6000 or through www.consumeradvice.scot.

Find trusted sources of information on energy saving measures at www.tsscot.co.uk/priority-areas/energy-marketing-scams

Common Energy Scams

The following tactics are commonly used by dishonest companies who mislead consumers:

Solar Inverters

They tell you that the inverter for your solar panels needs replaced or upgraded.

They may quote a significant cost, when in fact the inverter still covered by the original warranty and working perfectly well.

Insulation

They cold call or post leaflets saying that you will benefit from getting spray foam insulation.

The information provided is often misleading - if you already have loft insulation above the ceiling, there is no extra benefit in spray foam insulation and it could cause damage to your roof timbers.

Surveys

Online adverts or phone surveys promote grants or funding for energy saving products and ask for your details to see if you qualify.

Your details may be passed on to companies who falsely imply that you are eligible for funding schemes and may engage in pressure selling techniques.

Dishonest companies often take advantage of a lack of understanding about energy saving measures and try to pressurise you into making a decision on the spot. ALWAYS have an impartial assessment carried out on your property to discover which energy saving measures will actually be beneficial before agreeing to have any work done.

Case Studies

A customer saw an advert on Facebook promising **'help to buy windows'**. They filled in their details and were called 10 minutes later by a company offering a sales visit. A salesperson arrived at their house at **9pm** and quoted **£20,000 for 5 windows**.

After the customer said that this was too expensive, the price was eventually brought down to around **£8,000** and they were told that this offer was **only available that night**. By this point, it was midnight and the salesperson had been in the customer's house for **over three hours**.

The customer eventually agreed to sign a contract in order to get rid of the salesperson, which involved **taking out finance**, and paid a **£200 admin fee**. When the customer tried to cancel, they received a series of **threatening phone calls** before the company eventually accepted the cancellation, but they didn't receive the £200 back.



Another woman in her 60s was encouraged to take out a **£13,000 loan** to pay for new heaters and told that she would get the money back through a government grant. The company **didn't complete the paperwork** to allow her to get a grant and she was left with a **huge loan** that she wasn't able to pay off.

Trusted Sources

Home Energy Scotland

Advice on energy saving measures and information about funding available in your area

www.energysavingtrust.org.uk/scotland/home-energy-scotland

Simple Energy Advice

Government-backed impartial and independent advice on energy efficiency measures

www.simpleenergyadvice.org.uk

RECC

(Renewable Energy Consumer Code) - Trading Standards backed scheme to help consumers get advice on energy saving solutions

www.recc.org.uk

Advice Direct Scotland

Report all scams and get free consumer advice online or over the phone

www.consumeradvice.scot | 0808 164 6000

www.tsscot.co.uk/priority-areas/energy-marketing-scams