

# Energy Scams

There is a lot of misleading information about grants and funding for energy efficiency products. Scottish consumers receive more nuisance calls from companies selling energy efficiency products than those in other parts of the UK.

## what do energy scammers say?

The aim of most energy scam calls is to obtain your personal details and payment information. The most frequently reported scam calls may say the following:



You may be eligible to apply for grants or funding for energy saving products - please give us your details so that we can check if you qualify

The inverter for your solar panels needs replaced or upgraded. We're offering a special deal on new inverters which will make your home more energy efficient.



I work for Home Energy Scotland / your local council. You are eligible for a free boiler replacement by the government. Please provide your details so that we can complete the paperwork

I'm calling from an energy company - we're offering funding for new heaters which will reduce your energy bills. You'll need to take out a loan to pay for the heaters, but you'll get the money back through a government grant.



We're carrying out a quick survey about double glazing. You might be eligible for a grant - we'll pass your details onto another company and they'll arrange a home visit.

## how can I tell if a call related to energy products is a scam?

Scammers may say that funding or grants are available for energy efficiency products, but they will ask you to **pay for the products up front** or **take out a loan**. You may be told that they will receive your money back over time, but this rarely happens. They often **overinflate their prices** and then apply 'discounts' which are supposedly equivalent to government grants.

If you see online adverts or receive an unsolicited call regarding energy efficiency grants, **it is very likely to be a scam**.

Cold callers who say they are carrying out surveys are often trying to **gather your personal details**, which may be passed on to other companies who could contact you and use **pressure selling techniques** to try to encourage you to buy their energy efficiency products.

Home Energy Scotland **never cold call consumers** - they will only phone you if you have given them permission to do so.



## what should I do if I get one of these calls?

**Avoid cold callers or adverts on social media offering energy efficiency grants/funding.**

If you are considering making your home more energy efficient, **do plenty of research** and seek information from **trusted sources**.

If a cold caller tells you that your solar panels need to be replaced or upgraded, **contact the original manufacturer before agreeing to have any work done.**

**Don't give any details to a cold caller** and don't agree to a home visit from a salesperson unless you have researched the company.

Find links to trusted sources such as Home Energy Scotland at [www.tsscot.co.uk/priority-areas/energy-marketing-scams](http://www.tsscot.co.uk/priority-areas/energy-marketing-scams)

Report all scams to **Advice Direct Scotland** using their free consumer helpline: **0808 164 6000**

If you have lost money or are worried that you have given your bank details to scammers, contact **Police Scotland on 101**.

**Find more information and advice on avoiding energy scams:**

Advice Direct Scotland - [www.energyadvice.scot](http://www.energyadvice.scot)

Police Scotland - [www.scotland.police.uk/keep-safe](http://www.scotland.police.uk/keep-safe)

Home Energy Scotland - [www.homeenergyscotland.org](http://www.homeenergyscotland.org)

