

“I have experienced a scam related to energy efficiency measures”

Did you lose money?

Yes

Report it to Police Scotland on 101 and to your bank
You can also report the scam to Advice Direct Scotland via scamwatch.scot or on 0808 164 6000. They will provide consumer advice and, if required, will pass the matter on to local Trading Standards

No

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Did you agree to have energy efficiency measures such as insulation installed following a cold call?

Before having energy efficiency measures installed, have an impartial assessment carried out to find out which measures will actually benefit your home.
You can do this by contacting Home Energy Scotland on 0808 808 2282 or visiting www.homeenergyscotland.org

Has a cold caller told you that you could be eligible for funding or a grant?

Cold callers often provide misleading information about grants/funding for energy efficiency measures. Find legitimate information about funding available in your area via the Home Energy Scotland Funding Finder tool: www.homeenergyscotland-advice.est.org.uk/FundingFinder

Have you made a decision that you now regret?

If you regret a decision you made to purchase goods or services over £42 from a cold caller, you legally have 14-day cancellation rights. Find out more about your consumer rights at <https://consumeradvice.scot/knowledge-centre> or by calling 0808 164 6000

Has a cold caller carried out work to a poor standard?

Report it to Advice Direct Scotland via scamwatch.scot or on 0808 164 6000
They will provide consumer advice and, if required, will pass the matter on to local Trading Standards. Find legitimate installers in your area via the Energy Savings Trust Renewables Installer Finder at <https://installerfinder.energysavingtrust.org.uk>