

## **Customer Case Study – Home Energy Scotland working with Age Scotland and Warmworks**

Home Energy Scotland has an established partnership with Age Scotland through their helpline. Hundreds of older people ring Age Scotland each year looking for help and support with a range of matters. Many callers find their homes hard to heat or worry about their energy bills, which is where Home Energy Scotland can help.

Whenever Age Scotland identify an older person in this situation, they refer customers to Home Energy Scotland using the online referral portal, so that Home Energy Scotland can contact that customer quickly and provide them with the support that they need.

Age Scotland used the Home Energy Scotland referral portal to refer a couple from Aberdeenshire who were finding it very difficult and expensive to heat their home. They were heating their home using old electric storage heaters, which was a very inefficient way of heating their home.

After being referred to Home Energy Scotland, the couple were visited at home by one of our Community Liaison Officers (CLOs). Our CLO arranged a benefits check and the couple were awarded the higher rate of attendance allowance, which resulted in an additional income of £27.20 a week.

Attendance Allowance is a passport benefit for Warmer Homes Scotland, a national energy efficiency scheme which installs measures in energy inefficient properties for householders who require this support.

Home Energy Scotland was then able to refer the couple to Warmworks (who manage Warmer Homes Scotland). Just a few weeks later, Warmworks had installed gas central heating in their property which made them a lot more comfortable and reduced their energy bills.

Thanks to Age Scotland, Home Energy Scotland and Warmworks all working together, the couple increased their income and improved the comfort of their property.