

Green Homes Grant

Frequently asked questions

I don't have an EPC - can I still apply?

Yes, EON can arrange for an EPC to be done before works are agreed and after installation.

I live in a privately rented property, can I apply?

Yes, but your landlord will need to contribute to the costs, so you need to discuss the scheme with them before applying.

I own a local company which offers residents installation of energy efficiency measures like insulation - can I get involved with the scheme?

Yes, you can contact EON to find out more. Your company would be asked to fulfil EON's onboarding process to become a sub-contractor and carry out installations locally.

What measures are available?

The scheme includes wall insulation (external and cavity wall), solar panels, air source heat pumps, loft insulation and smart controls.

What measures will I get?

If you are eligible, one of EON's energy experts will get in touch to arrange to visit your home to discuss which measures are best for your home.

Why are you only offering certain energy efficiency measures?

Central government's energy related schemes all offer the same energy efficiency measures, which are designed to tackle cold homes whilst reducing carbon emissions. Primary measures include the installation of insulation measures, (for example loft insulation), and secondary measures heating.

How are you ensuring any installation work done at my property would be done in a COVID-19 safe manner?

EON follows a thorough COVID-19 risk assessment process during all visits to your home and whilst installation occurs. This includes wearing face masking and wiping down all surfaces before and after touching anything. EON will work with you and can postpone if you are self-isolating. Before an appointment, you are asked to inform EON if you have any symptoms of COVID-19. Also, if you have recently tested positive, your appointment can be re-arranged.

Is the work inspected at the end to make sure it's all done properly and safely?

Yes, you will be given a guarantee for all major installations.

Why are you not offering gas or oil central heating?

The focus of these schemes is to offer central heating which is both energy efficient and reduces carbon emissions.

I need help with my energy bills and I'm struggling to keep warm, can you help me?

EON can offer debt and fuel advice.

Also, Cumbria Action for Sustainability run the [Cold to Cosy Homes Scheme](#), if you need help to save money on your energy bills or are looking into changing supplier.

Citizens Advice Copeland can also advise on grants that may be available.

Copeland Age and Advice Service (CAAS) are delivering the Winter Warmth Fund for people over 60 who are receiving state pension or are struggling to heat their home. You can call them on 01946 552166 for more information.

Do you have to pay back a Green Homes Grant?

No, you don't have to pay back a Green Homes Grant. The funding is provided by the government to help the UK meet its zero-carbon targets.

How will these home improvements cut my energy bill?

The government grant for home improvements will make your home more energy efficient. The insulation measures not only keep the heat in, so you don't have to spend as much heating your home, but also help keep the cold out.

Low-carbon heating measures such as air source heat pumps and solar PV both cost less to run than traditional methods, and Smart Thermostats put the power in your hands by allowing you to keep an eye on your heating and control it from mobile devices.

How do I apply?

Contact EON on 0333 202 4820 or visit their website

www.eonenergy.com/greenhomesgrant

You can also email GreenHomesGrant@eonenergy.com