

# The Energy Assistance Package



The Scottish Government



Help and support to maximise your income, cut your fuel bills and heat your home



energy saving trust®

From 6th April 2009

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# What is the Energy Assistance Package?

The Energy Assistance Package gives advice and support to help you maximise your income, cut your fuel bills and make your home warmer and more comfortable.

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## What the package offers

The package has four stages. Each stage offers different levels of advice and support depending on your circumstances.

The table opposite can be used as a guide to what is offered and who is eligible.



✱ To find out more visit [www.energyassistancepackage.com](http://www.energyassistancepackage.com)  
or call free on 0800 512 012

Stage	What is offered	Who may be eligible
1	Energy advice on how to make your home as energy efficient as possible.	Everyone is eligible.
2	Benefit and tax credit check and access to the lowest-cost energy tariffs.	Everyone may be referred depending on circumstances.
3	Free insulation from an energy supplier to make your home more energy efficient.	<p>You must be a homeowner, or the tenant of a private sector landlord, and; receive a qualifying benefit,</p> <p><b>or</b></p> <p>you or your partner must be 75 or over,</p> <p><b>or</b></p> <p>you or your partner must be 70 or over and have no central heating.</p>
4	Free measures funded by the Scottish Government to make your home more comfortable and cheaper to heat. For example, heating measures and insulation.	<p>You must be a homeowner, or the tenant of a private sector landlord, <b>and;</b></p> <p>You or your partner must be aged 60 or over and have never had a central heating system in your home,</p> <p><b>or</b></p> <p>Your home has a poor energy rating and you belong to one of the following groups:</p> <ul style="list-style-type: none"> <li>• You or your partner is 75 or over</li> <li>• You have a child under 5 and receive qualifying benefits</li> <li>• You or your partner is pregnant and receive qualifying benefits</li> <li>• You have a disabled child under 16 and receive qualifying benefits</li> <li>• You or your partner is 60 or over and receive qualifying benefits.</li> </ul>

Turn over to find out more about the Energy Assistance Package

# Support and advice offered by the Energy Assistance Package

Whether you are finding that your home is cold, damp, draughty or generally hard to heat, or you are worried about your fuel bills, the Energy Assistance Package may be able to help.

## Stage 1 Energy advice

Our expert advisors will talk to you about how to make best use of energy in your home and keep your bills as low as possible.

## Stage 2 Benefit and tax credit checks

You may be given the chance to get a benefit and tax credit check. This could help you find out if you are eligible to get more money through benefits or tax credits.

If you are 60 or over and the benefit and tax credit check finds that you might be entitled to more money, you will be offered help with filling in the forms.

## Help to move to low-cost energy tariffs

If you qualify we will help you contact your energy supplier about switching to the lowest tariff they offer.

## Stage 3 Insulation measures from an energy supplier

If your loft has 60 millimetres of loft insulation or less, you may get free loft insulation. If your home has un-insulated cavity walls, you may get free cavity wall insulation.

For this part of the package you must be a homeowner, or the tenant of a private-sector landlord (in which case you must get the landlord's permission), and;

- receive a qualifying benefit
- or**
- you or your partner must be 75 or over
- or**
- you or your partner must be 70 or over and you must never have had central heating.

If you are not in one of the groups listed but you or your partner is aged 70 or over you may still get free insulation. Even if you are not in any of these groups you may still be able to get subsidised, but not free insulation measures.

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## Qualifying benefits for stage 3 insulation

If you or your partner is aged 70 or over and have no central heating in your home **or**, if you or your partner is aged 75 or over, you do not need to be receiving benefits to qualify.

For all other people, you need to be in receipt of one or more of the following benefit(s):

- State pension credit
- Child tax credit or working tax credit (where income is less than £15,592)
- Attendance allowance
- Disability living allowance
- Income support, income based jobseekers allowance
- Housing benefit
- Council tax benefit
- Disablement pension which includes a constant attendance allowance
- War disablement pension which includes a mobility supplement or a constant attendance allowance.



## Stage 4 Additional insulation and heating measures

For this part of the package you must be a homeowner, or the tenant of a private-sector landlord (in which case you must get the landlord's permission).

If you or your partner is aged 60 or over and have never had a central heating system in your home (in other words, a system that provides heating in two or more rooms) you may be entitled to a free central heating system and insulation.

If your home has a poor energy rating and you belong to one of the following groups you may be entitled to additional measures to improve the energy efficiency of your home. For example you may be eligible for a new heating system and insulation if;

- you or your partner is 75 or over
- you have a child under 5 and receive qualifying benefits
- you or your partner is pregnant and receive qualifying benefits
- you have a disabled child under 16 and receive qualifying benefits
- you or your partner is 60 or over and receive qualifying benefits.





## Energy Rating

The energy rating system used for the Energy Assistance Package is called SAP.

SAP is the Government's Standard Assessment Procedure for Energy Rating of homes.

The SAP rating is based on the energy costs of heating, ventilation and lighting.

The SAP rating is expressed on a scale of 1 to 100, the higher the number the lower the likely running costs.

The average SAP 2005 rating for homes in Scotland is 60. Newly built homes might typically have a SAP score of around 80 or above.

If your home has a poor energy rating of under 39 measured using the Scottish Government approved SAP scale, you may be entitled to work to improve your home. You could benefit from work on your home up to the value of £4,000. If the energy rating of your home cannot be improved to SAP 39 or more from work worth £4,000 then you could qualify to have work done to your home up to the value of £6,500. Our trained advisors are available to help you estimate if your home's SAP score is poor.

✱ To find out more visit [www.energyassistancepackage.com](http://www.energyassistancepackage.com)  
or call free on **0800 512 012**



## Qualifying benefits for stage 4 - heating measures and insulation

If you or your partner is aged 60 or over and has never had central heating in your home, **or** if you or your partner is aged 75 or over, you do not need to be receiving benefits to qualify.

For all other people, you need to be in receipt of one or more of the following benefit(s):

- Guarantee element of pension credit
- Child tax credit or working tax credit (where income is less than £17,474)
- Attendance allowance
- Disability living allowance
- Employment and support allowance
- Income support, income based jobseekers allowance
- Housing benefit
- Council tax benefit
- Industrial injuries disablement benefit which includes a constant attendance allowance
- War disablement pension which includes a mobility supplement or a constant attendance allowance

If you are unsure if you qualify for any benefits, the Energy Assistance Package offers a benefits and tax credit checking service.



### Example measures at stage 4 include:

- Installation of a new central heating system
- A new boiler
- Draught proofing
- Internal or external wall insulation
- Cavity wall insulation
- Room thermostats and heating controls
- Loft insulation
- Hot and cold water tank and pipe insulation
- Air source heat pump



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# Questions Answered

## **Do I qualify for the Energy Assistance Package?**

To find out if you qualify, please call the Energy Saving Scotland advice centre on 0800 512 012.

## **What happens when I call the 0800 512 012 number?**

When you call the Energy Saving Scotland advice centre you will be taken through a series of questions about you and your home, including your current heating system. These questions will help the advisor give you the best energy advice possible, as well as giving you information about all of the Energy Assistance Package services you may be entitled to.

Where you are entitled to the Energy Assistance Package services, the advisor will refer you for these.

## **How will the advisor work out if my home has a poor energy rating?**

The energy advisor will ask you questions about your home and estimate its energy rating from what you tell them. If your home seems to have a poor energy rating and you meet the other criteria, you will be referred to the managing agent of stage 4 of the Energy Assistance Package for assessment for additional heating and insulation.

A surveyor from the managing agent will then arrange to visit your home



and survey your house. They will work out your home's actual energy rating from this survey. If your home scores an energy rating of under SAP 39, you may be eligible for stage 4.

## **My child is about to turn five, do I still have time to apply?**

We will take the date of your application to be the date you call the 0800 512 012 number and ask to apply. As long as your child is under five on this date you qualify.

## **I don't think I qualify. Is there any support to help me heat my home?**

The Energy Saving Scotland advice network provides free impartial and tailored advice to all. We can inform you of other schemes and grants that you may qualify for as well as the Energy Assistance Package. Call 0800 512 012 for more information.

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The Energy Assistance Package is funded by the Scottish Government and delivered through the Energy Saving Scotland advice network in partnership with other existing advice providers and energy companies.

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To request a version of this booklet with large print, please call **0131 555 7900**



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