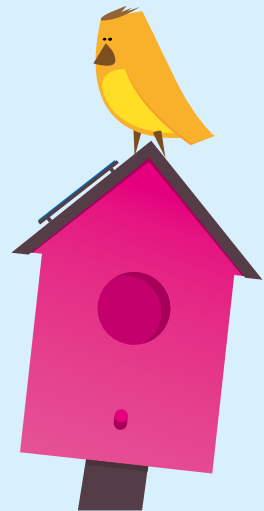




What is the Nest programme and how can it help people in fuel poverty?

Nest is a Welsh Government scheme designed to make private sector households warmer and healthier places to live.



Nest is a Welsh Government funded programme managed by British Gas. Energy Saving Trust is a material subcontractor of British Gas.

Nest is the Welsh Government's fuel poverty scheme designed to help householders lower the cost of their energy bills and make their homes warmer.

What is the Nest programme?

Nest can provide everyone with advice on:

- saving energy
- money management
- fuel tariffs
- benefit entitlement

How can Nest help people in fuel poverty?

Fuel poverty is defined as people who spend more than 10% of their household income on heating their home. Nest aims to improve the energy performance of Wales' housing stock, targeting the groups most at risk.

Nest can also provide the householders living in the hardest to heat properties with a package of home improvements at no cost to the householder to help make their home warmer.

Householders who are entitled to home improvements under the scheme must:

- own or privately rent their home and;
- live in an F or G rated property and;
- be on a means tested benefit

What home improvements are available?

A Nest assessor will conduct a whole house assessment to identify the most appropriate improvements for the house and the householder. They could include:

- a new central heating boiler
- insulation for a hot water cylinder
- loft, cavity wall and solid wall insulation
- draught proofing for doors and windows
- renewable energy technologies



Guide to F or G rated households

What does F or G rated mean?

The Standard Assessment Procedure (SAP) is used to calculate a household energy efficiency rating on a scale of 1-100 – with 100 being the most efficient and 1 the least.

This scale is converted into bands – A to G – where A is most efficient and G least efficient. Properties with a SAP of 38 points or less are in the F or G rating, and therefore qualify for Nest.

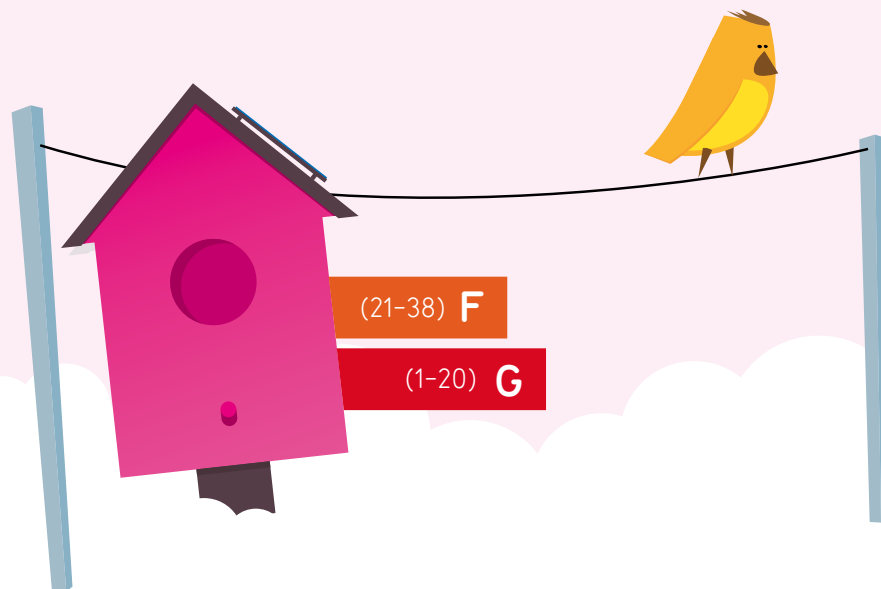
How do you know if a house is F or G rated?

There are many different factors that affect a household's energy efficiency rating, and only a SAP survey carried out in the home can confirm a household's rating.

However, as a guide, a property in the F or G band would typically have all, or most, of these characteristics:

- No central heating, or a central heating system with a very inefficient boiler. Usually, this would mean a 15+ year old boiler, but some newer boilers may also be inefficient.
- An un-insulated hot water cylinder
- Solid Walls, un-insulated cavity walls or walls of a non-traditional construction type
- Less than 100mm of loft insulation
- Single glazed windows
- No low energy light bulbs or draughtproofing

Homes where the main heating system uses a fuel other than mains gas, and detached, semi-detached or end-terrace properties are also more likely to be F or G rated.



Eligible benefits list

What are the Means Tested Benefits?

To qualify for Nest, a householder must be in receipt of one or more of the following benefits:

- Child Tax Credit where the household income is below £15,860
- Council Tax Benefit (excluding the single person occupancy reduction)
- Housing Benefit
- Income Based Job Seekers Allowance
- Income Related Employment and Support Allowance
- Income Support
- Pension Credit
- Working Tax Credit where the household income is below £15,860

How to apply

The householder or someone on the householder's behalf can call **0800 512 012** free from a landline or 0300 456 2655 from a mobile. Alternatively there is a call back request function on the Nest website [nestwales.org.uk](https://www.nestwales.org.uk)

A Nest adviser will run through a few questions to get an indicative energy performance rating for the property. If the information from the phone questionnaire indicates that the property has an F or G energy rating, a Nest assessor will arrange a visit to conduct a full home energy assessment.

The assessment will recommend a tailored package of home improvements to bring the property up to a C rating where possible. If the householder is happy with the recommendations, a Nest contractor will arrange a convenient time to install the home improvements.

If the energy performance rating is above an F rating, Nest advisors can provide information on other schemes which may provide home improvements to the householder at low or no cost.



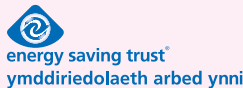
Nest programme values

The Nest programme is committed to drawing on existing services and resources through working with partners, contractors and local energy efficiency installers already operating across Wales.

Local partnership officers will build links within communities to ensure we influence groups and individuals that interact most with our target householders.



British Gas is the delivery partner for the scheme. British Gas' team of experts from across Wales will visit eligible properties to conduct a Whole House Assessment before suggesting, agreeing and installing a range of measures suitable for that home and its occupants.



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