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24/03/2022

Dear Jenny Rathbone MS, Chair of the Equality and Social Justice Committee,

Thank you for the opportunity to contribute to the Equality and Social Justice Committee's inquiry into fuel poverty and the Warm Homes Programme. This is a vitally important policy area which has only grown in significance in recent months.

Unfortunately, we are not ourselves able to provide further information regarding the points of clarification you referred to in your letter. British Gas is the Nest scheme manager with Energy Saving Trust being sub-contracted to deliver the advice service element of the scheme. For this reason, the Committee will have to request this information from British Gas who are best placed to respond to your queries. In the meantime, British Gas have approved the release of customer feedback related to the Nest advice service from January and February 2022 which we have included with our correspondence.

Yours sincerely

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Policy Officer
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Nest – CSAT comments – January-February 2022

Comments	Local authority
<p>“From the first phone call I was helped and advised on each next step; it was a fast process, and I can't thank you enough. I was pleased to know there was someone out there looking into people's problems.”</p>	<p>Rhondda Cynon Taf</p>
<p>“Excellent. Everyone at Nest have been incredibly helpful, they genuinely cared and wanted to help us. Things started as quickly as possible. The whole process has been quick and efficient, everyone has been courteous and helpful, and the installation date was arranged to suit us.”</p>	<p>Swansea</p>
<p>“The person I spoke to explained everything so I could understand, and they were very professional in their manner. I will now be having insulation installed to save on energy costs and keep me warmer in winter.”</p>	<p>Powys</p>
<p>“Nest dealt with my telephone call swiftly and promptly and explained everything step by step: excellent. It was a friendly, helpful, and professional service: very efficient and great communication. I had heating, a hot water tank and a boiler fitted: excellent job fixing everything. I would recommend.”</p>	<p>Denbighshire</p>
<p>“They took the time to explain everything to me and were very polite. They were very prompt soon after: I didn't have to wait long for the work to be done at all. The workers were very thorough in doing their job and were very polite. I was asking them questions about the boiler (quite a few times) as it doesn't sink in my head straight away, and they were very patient with me.”</p>	<p>Carmarthenshire</p>
<p>“The initial advisor I spoke to on the phone was very polite, helpful and caring. They spoke to me like a proper person, not just like another call on a long list.”</p>	<p>Neath Port Talbot</p>
<p>“Everyone I spoke to or met were very informative and couldn't help me enough. Very nice, helpful people. They were prompt and efficient and gave lots of information about things I could be entitled to.”</p>	<p>Newport</p>
<p>“The whole process from beginning to end was dealt with and they rang me back every time they said they would. Each department I spoke were excellent. I was not stressed at all during the process: the advisors were professional, polite, listened to my concerns and explained everything in a simple way.”</p>	<p>Merthyr Tydfil</p>