




What to do next...

If you are interested in booking a FREE Energy Advice Survey, contact:

 environment@westsuffolk.gov.uk

 01284 757 400

Please give your name, address and state that you are interested in the Energy Advice Survey.

Your information will be passed onto our Healthy Homes Advisor who will contact you to discuss a date and time for your survey.

Contact us now!



Energy Advice Survey



Struggling to pay energy bills?

West Suffolk Council are offering a **FREE** Energy Advice Survey to homeowners, private renters and landlords

Who will be conducting the survey?

Our Healthy Homes Advisor at West Suffolk Council, Jessica Warn, will be conducting the survey.

Jessica specialises in domestic home energy and has completed her Energy Awareness and Retrofit training. Her role is to help residents find ways of improving their home energy efficiency and reduce carbon emissions.

This survey will only be conducted by a staff member at West Suffolk Council. With your consent, we may pass your information to other organisations for further assistance.

What is retrofitting and why is it important?

Retrofitting is when a measure is installed to an existing building that will help improve its energy efficiency. It can help tackle climate change by reducing carbon emissions and fuel poverty by lessening the use of heating systems.

Is there an eligibility criteria for this survey?

This survey is for homeowners, private renters and landlords. You do not need to be earning a specified salary for this survey.

How will this survey benefit me?

From the advice you receive from the survey, you will be able to plan your retrofit journey to make your home more energy efficient whilst reducing your energy bills. There are energy grants available for eligible residents.



What will happen after the survey?

A follow up letter or email will be sent within five working days after the completed survey with the list of:

- Energy efficient measures recommended to you
- The energy grants and schemes you may be eligible for
- Any further assistance that you have been signposted to
- Behaviour changes that could improve your energy efficiency
- The Healthy Homes Advisor's contact details.

What will you receive during the survey?

The Energy Advice Survey will help you:



Gain knowledge on your energy efficiency and where potential heat loss is occurring.



Talk through which energy efficiency measures are right for your home.



Discuss energy grants and schemes that you could be eligible for.



Change behaviour to help improve energy efficiency and reduce heat loss.



Be referred to other organisations for further help if needed.

