

# What to do after your Green Deal Assessment



Department  
of Energy &  
Climate Change

## Now you're ready to make home improvements

Now that you've had a Green Deal assessment, it's time to think about taking out a Green Deal Plan with a Green Deal Provider.

### Your assessment

Your Assessor should have now provided you with an understanding of the types of improvements you could make to your home. They should have also given you:

- An Energy Performance Certificate (EPC) showing the energy use of a typical household of your type, plus suggestions for improvements.
- An Occupancy Assessment (OA) showing how your household uses energy, plus some recommendations for reducing your energy use and the expected savings you can expect from the improvements.

Now you're ready to get some quotes from Green Deal Providers.

### Where to get quotes

Only Green Deal Providers can quote and provide finance under the Green Deal programme.

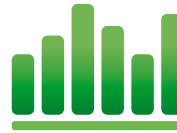
Green Deal Providers carry the Green Deal Approved quality mark. This shows they meet Green Deal standards and are authorised to operate under the Green Deal.



The Energy Saving Advice Service can help you find a provider. Visit [www.Direct.gov.uk/Greendeal](http://www.Direct.gov.uk/Greendeal) or call 0300 123 1234.



## 1 Assessment



A Green Deal Assessor will come to your home, talk to you about your energy use and see if you could benefit from making energy efficiency improvements to your home.

## 2 Recommendations



Your Assessor will recommend improvements that are appropriate for your property and indicate whether they are expected to pay for themselves through reduced energy bills.

## 3 Quotes



Green Deal Providers will discuss with you whether a Green Deal Plan is right for you and quote for the recommended improvements. You can get as many quotes as you like and you don't have to choose all of the recommendations made to you.

Once you've chosen a Green Deal Provider, they will write up a Green Deal Plan. The plan is a contract between you and the Provider – it sets out the work that will be done and the repayments, including the fixed interest rate.

**YOU ARE  
HERE**

## 4 Installation



Once you've agreed to a Green Deal Plan, your Provider will arrange for the improvements to be made to your home by a Green Deal Installer.

## 5 Benefits



You can now start to enjoy a more energy efficient home. Your Green Deal repayments will be automatically added to the electricity bill for the home.

# Four things to know

## 1 Green Deal Providers cannot charge you more for repayments than the amount a typical household is expected to save on energy bills

If your energy use is less than the typical household, your expected savings may be less than the repayment amount.

## 2 You can choose your Green Deal Provider

You can get quotes from as many Green Deal Providers as you like.

## 3 You don't have to choose all, or any, of the recommendations made to you

You can choose what improvements will suit your home and budget best.

## 4 You might be able to get extra financial assistance

Many householders in older properties, and those on benefits or low incomes may qualify for extra financial assistance. Ask your Provider or contact the Energy Saving Advice Service on 0300 123 1234 to see if you're eligible.

## Selecting a quote

Once you've selected a quote the Green Deal Provider will write up a Green Deal Plan. This is a contract between you and the Provider – it sets out the repayments, including the fixed interest charges.

Once you've agreed to the Green Deal Plan the Provider will arrange for a Green Deal Installer to make the improvements.

## Your questions answered

### *How can I be sure the work is high quality?*

Green Deal Assessors, Providers and Installers carry the Green Deal Approved quality mark. This shows they meet Green Deal standards and are authorised to operate under the Green Deal.

You should contact your Provider directly to resolve any issues. If you are not satisfied with the response you can contact the Green Deal Ombudsman on 0330 440 1624 or 01925 530 263 or email [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

### *Can I repay my Green Deal early?*

You have the right to pay your Green Deal off early. The Green Deal Provider you choose may charge early repayment fees – you should check with them.

### *What if I have a prepayment electricity meter?*

You can still have a Green Deal if you have a prepayment meter. Instead of paying off your Green Deal through an electricity bill, small amounts will be taken off the electricity prepayment meter balance each day.



**GET  
HELP**

Free and impartial advice about the Green Deal is available. Call the Energy Saving Advice Service (England, Scotland and Wales) on 0300 123 1234 or visit [www.Direct.gov.uk/Greendead](http://www.Direct.gov.uk/Greendead)