

# Moving into a home with a Green Deal



Department  
of Energy &  
Climate Change

## Introduction

*A home with a Green Deal has had energy-saving improvements, like a new boiler or improved insulation, to help make it more energy efficient.*

*If you move into a Green Deal home you'll need to make repayments for the improvements through the electricity bill. But the repayments should be no more than the typical savings expected from reduced energy use. The actual savings will depend on how much energy you use and the future costs of energy.*

## How to know if a home has a Green Deal

An Energy Performance Certificate (EPC) (or in Scotland, the Recommendations Report attached to the EPC) will show if there is a Green Deal on a home. If there is, the certificate or report will show the improvements made, the repayment amounts and how long repayments need to be made for.

The owner or landlord must provide you with a copy of the relevant document. They may do this via their estate agent or letting agent. If you don't receive a copy, you should ask for it.

If you have more questions about the Green Deal repayments you should ask to see a copy of the Green Deal Plan.

## Four things you need to know

### 1 Occupiers make Green Deal repayments

The person responsible for the electricity bill – in most cases the occupier – makes the repayments through their electricity bill. That's because they can expect to benefit from lower heating costs.

When the Green Deal was made, the Green Deal Provider based the repayment levels on the savings that a typical household is expected to make on energy costs. Of course, the actual savings will in most cases mainly be made on gas bill/electricity bill.

When the electricity bill payer for the property changes (for example, because an occupier moves), the requirement to make repayments passes to the new bill payer.

### 2 Improvements made

All improvements are made by Installers carrying the Green Deal Approved quality mark. This shows they meet Green Deal standards and are authorised to operate under the Green Deal.

### 3 Who you can speak to

If you have questions about improvements, warranties or repayments you should contact the Green Deal Provider. Their contact details are on an Energy Performance Certificate (EPC) (for England and Wales), or the Recommendations Report attached to the EPC (for Scotland)

If a complaint or enquiry about the Green Deal cannot be resolved by the Green Deal Provider or Supplier, consumers may have recourse to the relevant Ombudsman, depending on the complaint. Energy Ombudsman Service/ Green Deal

Ombudsman and Investigation Service on 0330 440 1624 or 01925 530 263, visit: [www.ombudsman-services.org](http://www.ombudsman-services.org) or email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

Financial Ombudsman Service on 0800 023 4567 or 0300 123 9 123, visit: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### 4 Switching energy providers

You can still change electricity supplier when you choose. The Green Deal repayments will automatically be charged by your new electricity supplier.

**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)