



Home Energy Check Questions

What information do you need?

When making a call to Nest either by yourself or with a third party, you will need to have the following information to hand:

- Customer's name, address, date of birth and contact details (landline, mobile and email)
- Total household income (including benefits)
- Benefit award letters (for the current financial year)
- If a private tenant the customer will also need an up to date tenancy agreement and the landlord/letting agent details (name, address, contact number and email)
- If privately owned, proof of ownership of the property (mortgage statement, the deeds or up to date building insurance documents)

If you are ringing on behalf of someone, please be aware we will need to obtain permission for you to act on their behalf before we can proceed with the application.

A Nest Advisor will then take you through the following questions:

1. What is your property type?

- 1 storey house
- 1 storey house plus room in roof
- 2 storey house
- 2 storey house plus room in roof
- Flat
- 2 storey flat

1a. If house selected, please enter a type:

- Semi detached
- Detached
- Mid terraced
- End terraced

1b. If flat selected, please select from following options:

- Mid floor
- Top floor
- Ground floor
- Exposed sides
- Tower or slab
- Tenement
- 4 in a block
- Flat from conversion

2 Property age

3. Number of bedrooms

4. Number of living area rooms

5. Wall construction

- Granite or Whin
- Sandstone
- Solid brick
- Cob
- Brick cavity wall
- Timber framed
- System built (concrete construction)

5a. Property insulation

- Internal insulation
- Cavity wall insulated
- External wall insulation
- As built



6. Roof type

- Thatched
- Flat
- Below heated space
- Pitched

6a. Insulation thickness

7. Access to loft?

- Yes
- No

8. Room in roof present?

- Yes
- No

8a. Year room in roof was constructed?

9. Glazing type for majority of windows

- Single glazed
- Double glazed (before 2002)
- Double glazed (2002 later)
- Secondary glazed
- Triple glazed

10. Frame type for majority of windows

- Wood
- Metal
- PVC

11. Percentage of those windows in the house

- 25%
- 50%
- 75%
- 100%

12. Additional window glazing type

- Single glazed
- Double glazed (before 2002)
- Double glazed (2002 later)
- Secondary glazed
- Triple glazed

13. Number of external doors

14. External door type

- Wood - single glazed
- Wood - double glazed
- Wood - no glazing
- UPVC door
- Doors leading to unheated corridor
- Doors leading to a heated corridor

15. Does the property have mains gas?

- Yes
- No

16. Heating type

- Boiler
- Storage heaters
- Room heaters
- Open fire with back boiler
- Open fires
- Stove
- Stove and boiler
- Heat pump
- Under-floor electric heating
- Community heating
- Community heat pump
- Warm air system
- Warm air system - heat pump
- Electric storage boiler



16a. Boiler fuel type

- Mains gas
- Oil
- Coal
- Wood logs
- Electric
- Wood chips
- LPG
- Wood pellets
- Coal

17. Heating system age

- Installed before 1998
- Installed 1998 – 2005
- Installed after 2005

18. Is a hot water tank present?

- Yes
- No

18a. If yes, what is the hot water tank volume?

- Small (<90 litres)
- Medium (90-130 litres)
- Large (130-170 litres)
- Extra large (>170 litres)

18b. Hot water tank insulation

- None
- Jacket
- Foam

18c. Insulation/jacket thickness in mm

19. Heating controls

- Programmer and at least two thermostats
- Programmer, thermostat and thermostatic radiator valves (TRVs)
- Programmer and one thermostat
- Programmer, thermostat and TRVs and a bypass
- No time or thermostatic controls
- Room thermostat only
- TRVs and bypass
- Time and temperature zone control
- Programmer only
- Programmer, TRVs and boiler manager

20. Hot water controls

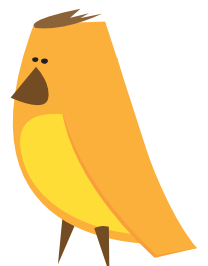
- N/A
- Cylinder stat, water heating not separately timed
- Cylinder stat, water heating separately timed

21. Additional heating fuel

- None
- Electric
- Mains gas
- LPG
- Oil
- Coal
- Wood chips
- Wood pellets
- Logs

22. Additional heating type

- Water - or oiled filled radiators
- None
- Portable electric heaters
- Panel, convector or radiant heaters
- Fan heater



23. Percentage of low energy light bulbs in house?

- 25%
- 50%
- 75%
- 100%

24. Number of people living in the home

25. Typical hours of heating (weekdays)

- Outside working hours
- Outside working hours plus lunchtime
- Outside working hours and over night
- Outside working hours, overnight and through lunch time
- All day
- All night

26. Typical hours of heating (weekend)

- Outside working hours
- Outside working hours plus lunchtime
- Outside working hours and over night
- Outside working hours, overnight and through lunch time
- All day
- All night

27. Type of shower

- I don't have a shower
- A mixer shower (not combi)
- A mixer shower (combi)
- An electric power shower (with pump)
- An electric power shower (without pump)
- I don't know

28. Number of showers per week

29. Number of baths per week

30. Annual fuel bills (heating only)

