

Service: Solar panels, loft insulation, triple glazed windows

 Moat

 Breyer Group

Home upgrades provide customer with a warmer home and better sleep

Mrs B, a Moat customer from Maldon, Essex

Mrs B has lived in her home in Maldon for 20 years and takes pride in keeping it in a good condition. We approached Mrs B to let her know that she may be eligible for home energy improvement works. Eager for the opportunity to reduce her energy spend and become more environmentally friendly, we arranged some home surveys with Mrs B to see which upgrades she could receive. The surveys revealed that she would soon benefit from solar panels, loft insulation and triple glazed windows.

When it came to the installation by Moat's contractor partners, Breyer Group, Mrs B was provided with reading materials to learn more about her new upgrades and the installation timescales. Mrs B said: "All my works were completed in one day, which I was really pleased about."

Mrs B tells us that the works had little interruption to her daily life, explaining: "I only had to move a few small items to prepare for the works. I just sat out of the way and read my book or watched TV." The Breyer Renew team provided a professional and efficient installation, making sure to clean up after themselves once the work was completed. Mrs B said: "All the team were brilliant – both operatives and Breyer Group staff. The workmen were really friendly and cleaned up after themselves, so it didn't affect me too much at all."

Mrs B struggled to reach her window handle without standing on a stool, so to reduce the risk of her having a fall, the window fitters lowered the handle to ensure complete customer safety. Not only this, but she's now benefitting from a quieter home, with the triple glazing



“All my works were completed in one day, which I was really pleased about. I'm on medication that makes me feel cold, but my home is warmer now. Usually, even in the summer months, I would have the heating on. I haven't had it on once.

Mrs B - Moat customer

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reducing outdoor noise. Mrs B says: "I didn't even hear the storm the other night. Usually I would wake up, but the windows have really reduced any outside noise."

Mrs B is now benefitting from a warmer, more energy efficient home. She's also noticed a significant reduction in her energy bills, having previously spent six pounds per day on her smart meter which has now dropped to only one pound per day.

Key benefits delivered:

- Cost-effective solution for heating the customer's home.
- Renewable energy system with positive environmental impacts.
- Warmer, more comfortable home for the customer.
- Noise reduction and heat retention.
- Quick and informative installation.