

Where to get further information and help

You can get advice or report a trader to Trading Standards through the **Citizens Advice Consumer service**

0808 223 1133

To contact a Welsh-speaking adviser: 0808 223 1144

Relay UK - 18001 then 0808 223 1133

www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/

For energy advice

www.citizensadvice.org.uk/consumer/energy/get-energy-advice

Green Claims Code

For information about green claims and issues consumers should consider

<https://greenclaims.campaign.gov.uk>

www.gov.uk/government/publications/green-claims-code-for-shoppers/green-claimscode-for-shoppers

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

Produced by Citizens Advice Financial Capability and Consumer Education team in partnership with the Online Scams Service and Chichester and Arun Citizens Advice and Citizens Advice 1066

citizensadvice.org.uk



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Green homes

Checking for misleading environmental claims, avoid scams and rogue traders.



**citizens
advice**

Green Homes

We are all becoming more aware about energy efficiency, making our homes greener and at the same time trying to reduce our energy bills.

There are many issues to consider when making your home more energy efficient, such as whether they are suitable or affordable and checking green claims are correct.

It is also important to recognise what might be a scam, how to avoid them and rogue traders.

Misleading claims and greenwashing

Greenwashing is where companies provide misleading information about how they or their products are more environmentally friendly than they actually are. Misleading claims can include,

- False claims about the product, including energy efficiency that could save you money.
- Using logos that aren't accredited, such as a brand own eco logo.
- Claims such as sustainable without an explanation about this.

The Green Claims Code provides us, the consumer, with tips to identify genuine claims. www.gov.uk/government/publications/green-claims-code-for-shoppers

Dealing with traders

Take time to research and find reputable and suitable traders offering energy efficiency measures for your home.

<https://energysavingtrust.org.uk/cold-calling-top-5-tips-avoid-rogue-traders-and-installers/>

Rogue Traders

Rogue traders tend to either get you to agree to have work done, which is usually poorly done. Alternatively they can ask for up front payments and then disappear.

Do not engage with traders that knock on your door offering green grants or energy efficiency work in your home.

Cold callers

Do not engage with cold calling companies on the phone or at the door offering better energy deals. If you are considering switching, take time to work out what option is best for you. Our Citizens Advice Energy tool will help to compare options.
<https://energycompare.citizensadvice.org>

Simple energy offers clear and impartial guidance on energy efficiency measures for your home. Take time to explore options available to you, costs involved and possible grants that may be available.

www.simpleenergyadvice.org.uk

Online scams

Similarly to rogue traders there are a number of energy efficiency, bill reduction or greenwashing scams online.

False ads - is very easy for a company to advertise online that they offer green or energy efficient products or services. It's important that you take the time to check the claims they are making are accurate.

Emails or texts - if you receive an email or text about energy efficiency grants, offers or ways to reduce your energy bill be wary and don't click on links. Do your own research into the company or product to establish if it is genuine and the claims being made are accurate.

Responding to false adverts online or texts could result in you giving your information to a fraudster or paying for something that doesn't exist.

If you suspect an advert ,email or text is a scam you can contact the you can contact the Scams Action Service to get advice or report it 0808 250 5050.

www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/

Reporting scams helps to raise awareness, provides information for investigation and also helps to reduce risk for other people.