

Green Deal Sales Scam

The Green Deal enables customers to make their homes and businesses more energy efficient by taking out a loan which is paid back through their energy bills.

A number of people have become victim to scams using the Green Deal name.

Taking a few simple precautions can make sure people do not fall prey to rogue traders who may try to trick people into parting with their money or into letting them into their homes under false pretences.

Before you let anyone into your home, no matter how official they look and sound, be sure:

- ▶ You use your door chain or spy hole to check who is there.
- ▶ You ask them for their formal identification, if possible before opening the door.
- ▶ If you are in any way concerned, check their identification with the company, with your local council, or with the police.

It is important to make sure you protect yourself. Always ensure that:

- ▶ The salesperson has provided you with written confirmation of their business address and a landline telephone number (not just a mobile number) so you can track them down if something goes wrong.
- ▶ You agree to pay for the work only when it is complete or when you have received the service.
- ▶ You are wary of anyone who is only willing to provide a product or service 'for cash'.
- ▶ You avoid someone who says they can do a 'special deal' as they are only in the area for a short while.

Tips to avoid being a target of Green Deal doorstep selling scams:

- ▶ All Green Deal Providers are required to pass a test before becoming a registered provider.
- ▶ All authorised Green Deal Providers must carry the quality mark.
- ▶ All authorised Green Deal Providers will have a unique identification number, which can be checked on <http://gdorb.decc.gov.uk/green-deal-participant-register>.

Find a Green Deal company:

Assessors

May work individually or as part of a Green Deal organisation. They carry out assessments, visit your property, inform you of what improvements you can make and estimate how much you could save on your energy bills.

Providers

Help you decide if a Green Deal Finance Plan is right for you, provide finance, help with Green Deal Cashback and arrange for the installation of improvements. They can also arrange an assessment.

Installers

Install improvements for Green Deal customers.

