Warm Homes Local Grant Customer Journey

Customer Journey

Awareness & Consideration

I receive or find out information about E.ON Solutions

I'm either sent information or can easily find it myself by searching the internet or visiting E.ON's website.

I may also hear about funding in my area through social media campaigns, road shows, my local installer, my local Council or Housing Association and direct marketing.

I can find out if I'm eligible for grant funding

I use E.ON's simple Grant Finder Tool on their website which lets me know if I'm eligible for any funding after answering a few questions.

I may also be contacted by Act on Energy working alongside E.ON to apply for grant funding. They will take me through the online application process.

Submitting my application

I fill out a few details on the Grant Finder tool and book a date and time for E.ON to call me to discuss more about what funding is available and if I am eligible.

I will be required to accept terms and conditions which is around sharing my data with third parties and the governing body

I receive an email from E.ON confirming my call back appointment date and time

I receive an email to sign up to an online account

Enquire & Eligibility

I receive a call to discuss my application

I'm contacted by E.ON to confirm my application details, household income, tenure and what benefits I may be in receipt of to ensure I qualify.

I may be asked to send copies of my benefits or tenure by email. I can also upload my benefits / tenure to my Online account.

If my property is rented, I will be asked to provide my landlord details and E.ON will contact them directly to get an approval form signed and inform the landlord that a £500 deposit would be required to progress the application.

I receive a text message reminder of my phone consultation appointment two hours prior

I can upload my benefits / tenure to my online account

I'm contacted to arrange a home survey

I'm contacted by one of E.ON's Delivery Partners to arrange a Retrofit Assessment (RFA).

The Retrofit Assessor will need to access my home and the survey will confirm how efficient my home currently is and what solutions are recommended to improve my home energy efficiency.

My online account is updated with the survey date

Technical & Consent

I have my home survey

I'm visited by E.ON's Delivery Partner who will complete a Retrofit Assessment of my property. The result of the assessment will show the current energy performance rating which includes recommended solutions.

A technical survey may be completed during my home assessment if my property is suitable. The surveyor will take photos of my property and any paperwork/ documents that is required as part of my application.

I'll be kept up to date by E.ON on the progress and what to expect next. I may be sent an email asking to complete a satisfactory survey relating to the home survey.

I may receive a satisfaction survey from E.ON

I'll find out what solutions my property is eligible for

All Retrofit Assessments are reviewed by a qualified Retrofit Coordinator.

I'll be contacted by E.ON to discuss the progress of my application which will include what energy efficiency products are recommended to improve the efficiency of my home that is in line with the Warm Homes Local Grant installation guidance.

Planning permission may be requested prior to install approval which will be managed by E.ON and I will be kept up to date if there are any delays with my application.

I sign terms and conditions

I'm required to sign T&Cs giving consent for E.ON's Delivery Partner to complete the energy efficiency products at my property.

This may be signed at either Retrofit Assessment or during a technical survey if required.

Once I've signed these, my application can proceed.

I book one or more technical surveys

I may require one or more technical surveys, if one is required. I'll be contacted by one of E.ON's Delivery Partners to book these in.

My online account is updated with the technical survey date/s

Solution Installation/s

I have my technical survey

I'm visited by E.ON's Delivery Partner who completes a more detailed survey of my property and completes technical documents needed to design my installation(s).

Additional photos may be taken to support the design prospect.

I have my design produced and approved

EON's Delivery Partner complete a Pre-Retrofit Pack (PRP) outlining the solutions and details of my property which includes any signs of mould and asbestos.

If I'm having solar panels or a heat pump, my application may be sent to the grid for approval. For External Wall Insulation (EWI), my application may need to be submitted for planning permission.

There may also be some work I need to organise prior to the install like an isolator or a smart meter but I'll be kept informed.

E.ON finalise the design

E.ON will complete a final review of my application and check if any applications are still outstanding such as grid approval, isolator install, planning permission, but I will be made aware if there are expected delays.

If I'm a tenant, the landlord will be contacted to advise of install progression and if there are any costs associated to the install prior to installation/s being booked in.

My installation/s are booked in

I'm contacted by E.ON's Delivery Partners to book in a suitable installation date. If I'm having several solutions these will be arranged as close together as possible.

I'm made aware of what to expect at installation from the Delivery Partner and any questions I may have will be answered / addressed.

If I need any additional support I can contact E.ON or the Delivery Partner who will take relevant steps in preparation for my install.

My online account will be updated with the installation date/s

My install/s are completed

The installation(s) are carried out on the agreed date and time.

If the installation/s need to be rescheduled, I will be contacted by E.ON Delivery Partner prior to the date to rearrange

Post Installation

I'm given a handover on my solutions

I will be shown how to use the new product such as the heating systems or solar panels and leave me with the relevant information such as user guides and manuals.

I'll be contacted to confirm a suitable date to take down the scaffolding if required.

I am contacted by E.ON Advice Centre 72 hours after my install to check I am happy with the installation/s.

If I have had a solar install I will be made aware of how to apply for SEG (Smart Export Guarantee).

III recieve a call from E.ON relating to my install/s

My property EPC is updated

A post installation EPC is carried out on my property to include the new energy efficiency solutions, which will be arranged by E.ON delivery Partner.

The results of this new EPC will show how efficient my property is after the installed solutions and will be available for me to view online.

I receive a handover pack

I will be sent all relevant paperwork relating to my install either via post or email by E.ON's Delivery Partner.

This includes my MCS certificate for Solar or Heat Pump install, and any warranties and instructions to help me make the most out of my solution.

It will also include contact details if I have any questions or concerns.

My installation documents are checked

E.ON Delivery Partner completes all post paperwork and registers the installation with TrustMark.

I may be visited by an E.ON Supervisor

I may be contacted to arrange a visit by an E.ON supervisor after my install(s) are completed.

This is a routine check carried out on around 25% of all installations to ensure everything has been completed to E.ON's standard.

Any outstanding issues will be rectified as soon as possible.

After Care & Support

I'm sent a satisfaction survey

I may be sent a satisfaction survey to complete after my installation has taken place. My feedback will be used to learn and help continually improve the customer journey.

If I have any issues, I can raise them through this survey and E.ON will contact me to discuss this further.

I may receive an satisfaction survey from E.ON

I'm enjoying a warmer, more efficient home

I'm making the most out of the solutions I had installed. I can contact E.ON or their Delivery Partner at any point if I ever need any help or support.