



## Survey – key considerations

- Property orientation
- Roof pitch
- Roof condition (covering & structure)
- Roof size
- Hard shading and future shading issues
- Access to roofspace
- Condition of electrical installation
- Design each system using purpose-written software

## Customer Liaison

- All visits made by appointment
- All CLO staff branded and provided with approved ID
- Staff trained and resourced to engage with people from BME communities
- Identification of Customers with special needs
- Introduce the scheme to the Customer
- Identify the benefits of the scheme

## Customer Liaison (continued)

- Explain how to maximise the use of free electricity
- Provide additional energy saving and efficiency advice
- Provide a 24 hour Emergency Helpline Contact number
- Provide Legal Agreement in plain English, and explain what it means
- Outline length of time taken to carry out installation and likely disruption/health & safety considerations
- Undertake Customer Care calls during the process and Aftercare calls 6 months and 12 months after completion