

Domestic Energy Efficiency Advice Code of Practice Installer Case Study: Can Do Plumbing

When Jason and Judith Selkirk set up Can Do Plumbing, they were keen to differentiate themselves from other heating installers, and were drawn towards energy efficiency through Jason's previous work.

Can Do Plumbing have been involved with the Energy Saving Trust's Energy Efficiency Installer programme, the Warm Front grants scheme and have received training through the Best Practice programme. Can Do Plumbing also works on local grant schemes, such as the Big Green Boiler Scheme and Magic Boiler.

Jason and Judith admit that when they first heard about the Code of Practice, they weren't convinced what was in it for them. But after attending an awareness raising seminar run by the Code of Practice Team, they began to appreciate its benefits. They now feel that the Code gives them credibility amongst their customers and increases customer confidence.

Can Do Plumbing further educated themselves about energy efficiency by reading trade press, searching on the internet, and through contacts with their local Energy Efficiency Advice Centre in Lancashire¹.

Judith has put together an information pack to leave with customers. "Jason has so many roles when he goes to someone's house to give a quotation – he's got to be a salesman and advisor as well as an installer. There's lots of information for the customer to take on board". The pack includes information about energy efficiency and grant schemes, as well as current heating system regulations, so customers can check what Jason tells them after he's gone. "This can be especially helpful when the whole heating system needs replacing," says Judith. "People sometimes think you're just trying to make money out of them – especially if they call you in an emergency. But the pack shows why their system needs

updating and the most energy efficient way of doing it."

Completing the application process for the Code of Practice was relatively straight forward and only took three or four hours. They found they were already meeting most of the standards, and just had to put many of their practices into writing. Signing up to the Code of Practice has also given Can Do Plumbing the extra push needed to look wider for training opportunities, especially for Judith who runs the office and is now considering taking the City & Guilds 6176 course for energy efficiency advice. Jason also recently completed his NVQ Level 3 in Energy Efficiency for Domestic Heating.

The company has agreed a form of words with the Code of Practice Team that they can use on their letterhead and advertising to show that they are compliant with the Code.



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For more information about the Code of Practice, visit www.goodenergyadvice.org.uk or call 08700 667 620.

¹ See www.saveenergy.co.uk/howto/eeacs.cfm for more information about local Energy Efficiency Advice Centres