

# Your energy efficiency upgrades

<first and last name>  
<address line 1>  
<address line 2>  
<address line 3>  
<town>  
<Postcode>

**Dear «CorrName1»,**

**My name is <add customer liaison officer name>, a customer liaison officer at <add landlord name>. I'd like to arrange a visit to see if your home needs a free energy efficiency upgrade.**

I will call in the next two weeks to arrange an appointment at a time that suits you. I will be calling from (add phone number).

An energy efficiency upgrade will make your home warmer and more comfortable. It should also help you use less energy.

Energy efficiency upgrades include things like fitting: (choose measures which may be fitted in the customer's home):

- Insulation - to stop heat escaping from your home.
- New windows and doors.
- Solar panels - to generate electricity from the sun.
- An air source heat pump - This pumps heat from the air outside into your heating system to keep your home warm and heat your water. It runs on electricity.

I will be available throughout the project to answer any questions and help where you need me to.

I look forward to meeting you soon.

Yours Sincerely,



<name>  
customer liaison officer  
<phone number>  
<email>

# Making your home more energy efficient - next steps



## Need help or have a question?

If you need help or would like to ask some questions about the energy efficiency upgrade work please contact:

<name>  
customer liaison officer  
<phone number>  
<email>