

Colin Smyth MSP
Convenor of Economy and Fair Work Committee
By email: economyandfairwork.committee@parliament.scot

10th June 2025

Dear Convenor,

Investigation into the market for low carbon technologies and energy efficiency measures

On 24th July 2024, Consumer Scotland launched an investigation into the market for low carbon technologies and energy efficiency measures. I am pleased to now provide you with our investigation report: *"Converting Scotland's Home Heating"*.

Background to the investigation

The report examines the consumer experience within the energy efficiency and low-carbon heating market, which is an area of growing strategic importance as Scotland works towards its 2045 net zero targets. Importantly, the investigation report builds on and supplements our prior research on [consumer attitudes to net zero](#) and our recent [report](#) about the rollout of heat pumps and solar PV in Scotland.

Report format

The report sets out our view that cost, convenience, clarity, and confidence should form the foundation of a consumer-focused approach to the sustainability transition.¹ It identifies key consumer barriers, including high upfront costs, limited confidence in standards and enforcement, and fragmented redress systems. It also has a series of clear, practical recommendations to support a fairer, more accessible and better-protected transition for all consumers, covering three core areas:

- improving advice, awareness and affordability
- strengthening standards, protections and enforcement
- simplifying redress and dispute resolution systems

¹ [A consumer framework for addressing climate change - toolkit for policymakers | Consumer Scotland](#)

Recommendations

Consumer Scotland's recommendations include:

- stronger regulation and protection for consumers by ensuring relevant enforcement bodies are appropriately resourced to better tackle rogue trading and scams
- the Scottish Government and the UK Government to introduce mandatory accreditation standards for all traders in the sector to increase consumer confidence
- the UK Government to consider simplifying and consolidating the roles of standards bodies, codes and certification systems across all insulation and low-carbon heating technologies
- introduction of a streamlined, accessible, and consistent complaints and redress system to protect all consumers
- a review of existing financial support to ensure consumers who want to install energy efficiency and low-carbon heating products are not deterred by high upfront costs
- national campaigns to engage consumers in the options and benefits of low carbon home heating systems and insulation
- information sharing between standards and enforcement bodies to improve consumer protection

Next steps

We hope the findings will inform ongoing policy development, including the forthcoming Heat in Buildings Bill. We see this as a key opportunity to align climate policy with stronger consumer outcomes, ensuring that public investment and regulation deliver decarbonisation, fairness and consumer confidence.

We would welcome the opportunity to engage further with you and your officials on the findings.

Kind regards,



Sam Ghibaldan