


HOW TO LOWER YOUR FUEL BILL WITH A GRANT

- 1**  **PAIR WORK.** Student B wants to renovate his/her house in accordance with the most recent energy efficiency standards. S/He has found some info about government grants on the net. Now s/he is calling the info-centre (Student A) for more details. Build up a dialogue using the information contained in the grid below and follow the instructions.

OPTIONS	MAKE A SAVING	ARE YOU ELIGIBLE?
Loft insulation	A quarter of all heat is lost via roof. Insulating will reduce your bills.	You can get 100% of the cost back if you are on benefits and 50% if you are not.
Photovoltaic (PV) tiles or solar thermal panels	Both types of panel can help to cut your utility bill in the long run.	You can get up to £ 3,000 towards PV and £ 800 for solar panel installation.
Central-heating boiler	With an efficient boiler you can reduce energy bill by as much as a third.	If you're on benefits, or over 70, you can get up to £2,800 towards a boiler.

(www.government-grants.co.uk)

STUDENT A	STUDENT B
Answer the phone and offer help.	Introduce yourself and say why you are calling.
Say it is very easy to get a grant if there are the right conditions.	Ask about the loft insulation.
Answer.	Ask about the saving of installation of PV tiles and the solar panels.
Answer.	Ask about the central heating boiler.
Answer and then say that the customer has to fill in some papers.	Ask if the procedure is on-line.
Answer that it is partially on-line, but the customer has to send part of the documents to the office in London.	Say thank you for the info and say goodbye.
Answer.	

