



22 August 2017

Dear ,

ATISN 11420 - Freedom of Information request

On 27 July you were advised that your Freedom of Information request on the Nest scheme would be answered by 22 August.

You requested information about the total cost to the Welsh Government in marketing the Nest scheme for each financial year from the beginning of the scheme in April 2011. British Gas is the scheme manager of the Nest scheme on behalf of the Welsh Government. The scheme manager sub-contracts marketing of the scheme to the Energy Saving Trust

The marketing costs are set out in the table below;

2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
£112,819	£171,104	£131,142	£263,873	£277,057	£243,051

You also requested information about the total cost to the Welsh Government in marketing the Nest scheme by telephone for each financial year from the beginning of the scheme in April 2011. Nest does not market the scheme by telephone or cold call members of the public.

Nest's existing call centres are based at 33 Cathedral Road, Cardiff CF11 9HB and Innova One, Tredegar Business Park, Tredegar NP22 3EL. There are no call centres based outside of Wales. Nest only makes return phone calls to householders who have already called the



Nest helpline, requested a call back on the Nest website, or been referred to Nest by a partner organisation. Return calls are made from either the Cardiff or Tredegar call centres.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at: Information Rights Unit, Welsh Government, Cathays Park, Cardiff, CF10 3NQ or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely



BUDDSODDWYR | INVESTORS
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