



Customer:

Mr K

Location:

Orkney

Date of installation:

January 2019

Measure(s) installed:

- Air source heat pump
- Energy advice



For more information, please contact
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Mr K was living with an inefficient heating system that was very expensive to run despite it not even heating the whole house. He knew he could not afford to keep paying the bills every month and after receiving a leaflet from Home Energy Scotland (HES) in the post, Mr K got in touch with them to see what help might be available.

After answering a few questions from HES, Mr K was referred to Warmworks for help under Warmer Homes Scotland. The first step was for an initial survey to be carried out to assess the most appropriate energy efficiency measures for Mr K's home.

"The surveyor was fantastic. He measured everything and explained it all in great detail, while also making sure he gave me a great understanding on how certain measures would work."

Mr K's home was deemed to be suitable to receive an air source heat pump, which incurred a small contribution of £500.

"The contribution was fine because my electricity bills would cost that much after two or three months, so I didn't mind paying it."

Warmworks then appointed local sub-contractor, R S Merriman, to carry out the work and a technical survey was arranged.

"The electrician who attended from R S Merriman was good. He measured all the rooms and gave me a clear understanding of what they were going to do and how they would install everything. This gave me more confidence in the system. He was very well-mannered and projected a fantastic image for the company. No faults whatsoever."

Shortly after, the team arrived to begin installing an air source heat pump in Mr K's home.

"They worked hard to get the heating in within a week and there wasn't a single piece of dust or dirt. They were so clean, tidy and professional. In fact, I was so happy with how they performed that I even wrote them a letter to say how good they carried out the job. I'm a builder by trade and I could not have carried out the job as good as these lads, the angle of the pipes and the way they fitted the boiler into the cupboard – I'm still trying to figure out how they did it honestly, they are a credit to their company."

Once the work was completed, a Warmworks inspector visited Mr K's home to ensure that everything was installed to the correct specifications and to a high standard. Mr K's home went from a SAP rating of 59 to 67, which will make a big difference to Mr K's comfort and peace of mind when the bills come through the door.

"They were so efficient, clean and really tidy. There was one particular day, the pump on the system didn't turn itself off and stayed on all night. I was going into town on the same day and met them on the pier and explained the situation. Their attitude straight away was to stay at the property and resolve the issue. When I came back there was a note on the table advising that everything was resolved and that I should not have any other issues. They also told me that if I had any other questions to call into the office or call them directly and gave me all the mobile phone numbers. It has worked great ever since."

Mr K has even noticed a difference in his bills and quality of life:

"Our bills have decreased by half since we installed the air source heat pump and this will save us around £1000 a year, maybe even more. We are also warmer and we are living in a comfortable home where you don't have to wear coats in the house to keep warm. People actually come to our house to visit us now because it's so warm and their home is cold, so they visit us to keep warm and have a cup of tea."

"It's a magical system, more people should know about this and the impact it could have on older people's lives."

For more information about Warmer Homes Scotland or to make an application, customers can contact Home Energy Scotland free on 0808 808 2282.

