



Customer:

Mrs C

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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Mrs C had been relying on her electric heating system for years and was becoming increasingly frustrated with its performance and the amount she had been paying each month to keep the house warm. After hearing about Home Energy Scotland (HES), she decided to get in touch to see if she qualified for any assistance.

Following a short phone call with HES, it was determined that Mrs C was likely to qualify for help under Warmer Homes Scotland and her details were passed to Warmworks for an initial survey of her home to be arranged.

“The survey was carried out and the surveyor told us what energy efficiency measures our property was eligible for and explained each one in great detail. We had a few questions, but the surveyor was very helpful and was able to answer any questions we asked him.”

At the end of the survey, it was confirmed that Mrs C would receive an air source heat pump under the scheme, with a small contribution of £500 to be put towards the installation.

“We had to pay a contribution of £500 but this was fine as we had looked into it privately and it cost thousands of pounds to get installed. Also, this was not including the preparation work which would have cost more.”

Warmworks then appointed a local sub-contractor, R S Merriman, to carry out the work. The first step towards the installation was a technical survey, which goes into detail about the installation, including where things will be installed and any preparation work that needs to take place before the installation begins.

“The technical surveyor from R S Merriman was great; he explained the air source heat pump system in detail, including how it worked and why it would suit our property. This provided us with more confidence in our decision.”

On the day of the installation, the team from R S Merriman arrived early and got straight to work. The installation took around one week. Mrs C had this to say about the installation:

“They were professional, very helpful and gave us good warning as to when they were going to turn off the electricity and water. They also cleaned up after themselves.”

“There was never a time when we thought they would try to take a shortcut to get the work completed. Also, they supplied us with heaters when they were carrying out the work but due to the good weather, we did not need to use them. To offer them in the first place without asking just demonstrates how professional they were.”

“Overall, this was a fantastic group of lads who did their company proud – very modest fellas.”

A few days after the installation, an inspector from Warmworks visited Mrs C to check how everything was installed. He was able to confirm that it had been installed to the correct specifications and passed Warmworks’ quality checks.

Mrs C’s home went from a SAP rating of 44 to 63, which will make a big difference in terms of the warmth and comfort of her home, as well as increasing its energy efficiency.

Speaking on her overall experience of the scheme, Mrs C said:

“It was fantastic from start to finish, so we are more than happy. Now we can go on different tariffs and switch from one to the other, if needed. We have more heat distribution throughout the home as there are radiators everywhere that will be getting used to heat each room to a certain temperature. The system itself is working wonders.”

“We are so pleased with the whole service and outcome and could not ask for anything more. Five stars from us.”

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