



**It's not
just an
air source
heat pump**

e.on

It's the latest technology and innovation towards creating a low-carbon Scotland. And we want you to be part of it.

The Scottish Government and Distribution Network Operators (SP Energy Networks and SSEN) have provided innovation grant funding to The Highland Council. This will enable the installation of unique and innovative air source heat pump systems to homes for a heavily reduced cost.

What's it all about?

Known as Re-Heat, this exciting project will look at how electricity networks can manage the expected increase in electricity demand, because of steps being taken to decarbonise heating systems by using electricity instead of gas. This means moving homes away from gas heating and off gas supply, and towards heating technologies such as air source heat pumps which rely on electricity to operate.

Not just a standard heat pump installation

The air source heat pumps being installed through this highly innovative scheme will be connected to thermal storage units, giving more flexibility to use electricity for heating. Coupled with smart grid controls and smart heating managements tools, this will allow us to demonstrate solutions that not only speed up the distribution of low-carbon electrified heating (such as air source heat pumps), but also reduce demand on the electricity network.

Delivery partner

We (E.ON) will be the delivery partner for this scheme and this leaflet gives information about what an air source heat pump is, how it works and how it could benefit you in the long term by improving your energy efficiency and energy costs.

We'll also outline the support our experts can offer you, such as designing a bespoke system for your property and guiding you through the process.

If you've been thinking about making positive steps towards installing a greener, low-carbon and renewable heating system, we could have the solution for you.

What is an air source heat pump?

Most homes in Scotland use a mains gas boiler to power their heating systems, but millions of homes around the world are using air source heat pumps. Boilers are still available, but an air source heat pump (ASHP) is a cleaner, more efficient alternative that uses the power of air and electricity to create heat and hot water.

Air source heat pumps take heat from the air outside and use it to heat your home and hot water. They're a great way to make your home more sustainable, reduce heating costs and lower your carbon footprint. An ASHP is typically three to four times more efficient than older heating systems³.

Why should you switch to an air source heat pump?



Help lower energy bills

If you're looking to reduce your heating costs, an ASHP can give up to four times more heat than for each unit of energy used to power it³. That's enough to heat your radiators or underfloor heating, and your hot water, just like a boiler.



Boost your clean credentials

With the Government commitment towards net zero and the aim to phase out gas boilers in new-build homes by 2025, an air source heat pump will help to ensure your heating system is renewable, energy efficient and environmentally friendly to boot.



Future-proof your home

When you install a heat pump through this scheme you'll get the benefit of a new hot water tank, radiator upgrades (if necessary) and smart heating controls from a system that requires minimum maintenance to generate heat all year round.



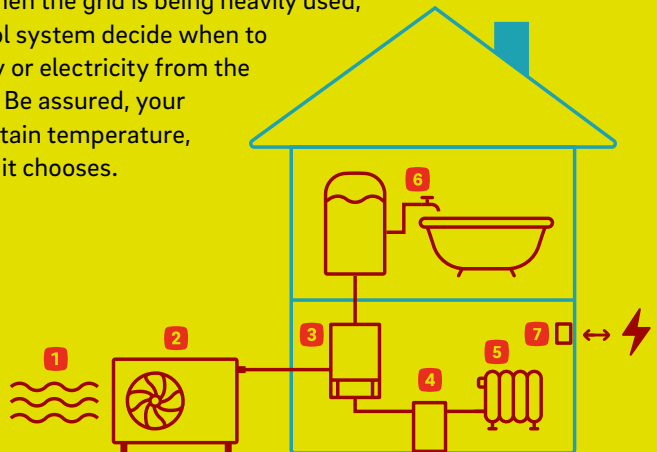
Recover the costs

For the first time ever, your heating system could be earning for you, just by generating renewable energy at home, meaning you could recover some, if not all, of your investment costs. A warranty is also offered for up to seven years for long-term peace of mind.

Our system explained

Air source heat pumps work using electricity, in a similar way to a fridge, but in reverse, and even in temperatures as low as -20°C . They extract heat from the air outside and use it to warm your home. For every one kilowatt of electricity used they can create up to four kilowatts of heat to warm your radiators and hot water.

- 1** The heat pump contains a heat exchanger and a refrigerant that absorbs heat from the outside air.
- 2** This heat, although cold in comparison to internal air, is warm enough to cause the refrigerant liquid to boil and turn to a gas. The heat pump then compresses the refrigerant gas to increase its temperature to a more usable heat.
- 3** The heat from the refrigerant gas is transferred into your home via a heat exchanger and circulation pump.
- 4** As well as sending heat to your radiators, the heat can be diverted to your thermal battery. Any heat that's not required right away is stored here to be used later when needed. This provides your system with an option to use this stored energy, instead of taking it from the grid, when demand is high. This is important to help balance the grid at times when a lot of homes are using electricity.
- 5** When you require heat, depending on the demand on the grid, either your heat pump or your stored energy in your thermal battery will deliver heat into your central heating system to warm your radiators and to heat your home.
- 6** Your air source heat pump creates ample heat to charge your hot water tank, supplying plenty of hot water for baths and showers.
- 7** We'll also install a clever little box that monitors incoming signals from the grid about demand for electricity. This will speak to your in-home controls and will let your system know when the grid is being heavily used, and will help your control system decide when to use your thermal battery or electricity from the grid for your heat pump. Be assured, your system will always maintain temperature, regardless of the source it chooses.



How much does it cost to install an air source heat pump?

Through this scheme we're offering funding to cover up to 100% of the installation cost for switching to a renewable and low-carbon system². This means the only cost you would pay is if you request any additional extras outside of the standard installation.

An air source heat pump system is unique to each property as there are factors to consider, such as property size, heating capacity requirements, existing radiators and how and if they'll work with a new system. An expert surveyor will visit your home to check a few things before letting you know if your home is suitable.

What's included in the price?

- ✓ A free no-obligation home survey
- ✓ An air source heat pump, specifically designed for your home
- ✓ New hot water tank and radiator upgrades
- ✓ Innovative thermal battery, helping you take advantage of off-peak tariffs
- ✓ Smart heating controls
- ✓ Heat pump monitoring package – which will be connected to E.ON who will monitor your system to make sure it's working as it should and providing the best efficiency
- ✓ Cavity wall insulation – for homes which need it
- ✓ Post-installation support, including your first service and breakdown cover for one year
- ✓ Free 7-year manufacturer's warranty for your system

Funding to help you pay

With costs rising we understand that finding money for any additional extras could be difficult. Home Energy Scotland offer loans to help pay for energy-efficiency home improvements. If you'd like to find out more, please visit them at

homeenergyscotland.org/find-funding-grants-and-loans/interest-free-loans/
or call them on **0808 808 2282**.

How much could you save?

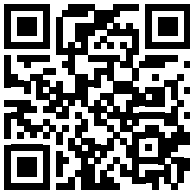
If you currently use electric storage heaters to heat your home you could

- Save up to £1,900 on your annual fuel bill when you replace your old electric storage heaters, and up to £1,000 if you replace new electric storage heaters with an ASHP.⁴

If you currently use an old oil or LPG boiler to heat your home, you could save even more by making the change to an ASHP.

- If you have an old oil boiler (G-rated) you could save up to £2,200 on your annual fuel bill.⁵
- If you have an old LPG boiler (G-rated) you could save up to £3,400 on your annual fuel bill.⁶

Apply today to be part of this exciting scheme



To get started, contact E.ON to apply by **scanning the QR** or visiting **eonenergy.com/home-heating/re-heat** or call the team on **0333 202 4877**

Who can apply?

To qualify for this scheme we ask that you:

- ✓ Own your property which must be your main residence and cannot be a B&B
- ✓ Don't use gas as a main heating source (you use oil, LPG, coal or electric room heaters as a main heating source)
- ✓ Are in council tax band A, B, C or D and have an EPC rating of E, F or G
- ✓ Have a household income of £35,000 or less (dependent on the number of people living at the property) OR you receive one or more means-tested benefits⁷

If you're a homeowner and struggling to pay your fuel bills, but don't meet the income or benefit criteria, you should still get in touch. There may be further help available under the scheme.

What happens once you've applied?

1. A member of the E.ON team will call and ask you a few questions to confirm eligibility
2. An energy expert will carry out a home suitability telephone call with you
3. E.ON will visit to carry out the in-home survey
4. E.ON will review the survey results and let you know if you can benefit from the scheme
5. E.ON will visit again to go through the process of installation with you
6. Installation will take place
7. E.ON will make sure you're happy with the work
8. Continual monitoring of your heat pump system will take place so we can learn about large-scale electricity demand

Free in-home survey

Once your eligibility is confirmed, we'll need to make sure we understand your home's energy needs. The E.ON surveyor team will visit your home at an agreed time and date to carry out a free in-home survey.

During the survey they'll do the following:

- ✓ Identify and discuss with you a suitable location to place the heat pump. For example, in the rear garden, side of the property
- ✓ Complete a full room-by-room heat loss survey. This involves looking at each room, identifying the dimensions, current insulation, and windows
- ✓ Identify the existing form of heating, pipework, and radiators – we'll also discuss with you any potential changes or upgrades which may be needed to support the air source heat pump
- ✓ Discuss and agree with you any suitable locations for a new hot water cylinder and heat battery
- ✓ Locate the electricity supply and consumer board, and discuss potential upgrades if needed
- ✓ Identify the Wi-Fi hub location. This is required as part of the ongoing monitoring and maintenance package

Lower heating costs and your carbon footprint



Now's the perfect time to take a step towards a renewable and energy-efficient heating system.

Future-proof your home today.

Terms and conditions

1. The average cost of an air source heat pump with radiator upgrades, innovative thermal battery and smart controls in a 4-bed semidetached property is £21,578. Funding available through the scheme means up to 100% of the standard installation cost is paid for, however if you request extras which are not part of the standard installation package, you'll need to pay the difference. Your home survey will let you know if there is any additional costs. A standard installation is based on customer receiving a Daikin Altherma H HT high temperature heat pump, requiring 8 rad upgrade and a Sunamp thermal storage unit.
2. Up to 100% funding will be dependent on the applicant meeting the eligibility criteria and home suitability for an air source heat pump. A free home survey applies. If the customer requests additional extras or further work which is not included within the standard installation of the air source heat pump system as stated, the customer will be required to pay those additional costs. This will be discussed and agreed with the customer prior to any work commencing.
3. 1 kWh of electricity in with 3 kWh of heating out. Dependent on weather conditions.
4. Potential annual savings of installing a standard air source heat pump in an average sized 4-bedroom detached home with old electric storage heaters. Savings can depend on your property size and your household electricity usage. Figures are sources from the Energy Saving Trust website and are based on fuel prices as of April 2022.
5. Potential annual savings of installing a standard air source heat pump in an average sized 4-bedroom detached home with a G-rated oil boiler, depending on the current oil system used, its age and your household electricity usage. Figures are sources from the Energy Saving Trust website and are based on fuel prices as of April 2022.
6. Potential annual savings of installing a standard air source heat pump in an average size 4-bedroom detached home with a G-rated LPG boiler, depending on the current LPG system used, its age and your household electricity usage. Figures are sourced from the Energy Saving Trust website and are based on fuel prices as of April 2022.
7. To be eligible for this scheme applicants will need to own their home, which must be their main residence and not a B&B. They must be in council tax bands A, B, C or D with an EPC rating of D, E, F or G, and be off gas. In addition to this, the household annual income will be no more than £35,000 and this will be dependent on the number of adults and children living in the property – or the applicant or someone living in the property must receive one or more means tested benefits. Benefits that qualify include income-based Jobseeker's Allowance (JSA), income-related Employment & Support Allowance (ESA), Income Support, Pension Credit Guarantee Credit, Working Tax Credit, Child Tax Credit, Universal Credit, Housing Benefit or Pension Credit Savings Credit.

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