



<b>Lead organisation:</b>	<b>Funding:</b>	<b>Location:</b>	<b>Number of installs:</b>
Bristol City Council	£2,925,450	Bristol	200 (maximum)

## Project overview

Bristol Heat Pump Ready is a collaborative initiative led by Bristol City Council, aiming to develop a replicable approach to the stimulated mass uptake of heat pumps. By using a place based and locally focused solution, we will ensure affordability, quality and confidence in heat pump adoption.

The consortium will develop new approaches to establishing the right product for the right home, involving detailed home heat loss surveying. Innovative planning using the latest in digital twin technology will help enable our electricity networks to be readied for the transition to a zero carbon future. New methods of training will be delivered to encourage and support the development of a skilled workforce locally, getting suppliers, installers and interested homeowners together at local events. Community engagement will be at the heart of our approach, bringing the industry to the homeowner and ensuring consumers have everything they need to make informed decisions when taking steps to decarbonise their homes.

## How is the project innovative?

The current heat pump market model relies on consumers to initiate engagement with installers and organise the installation, whilst applying for grant funding or a subsidy if desired.

Our approach turns this around to proactively target consumers using digital planning tools and focused community engagement alongside local community groups. We then deploy an innovative holistic approach to home survey including measured heat loss, thermal imaging, retrofit advice and air tightness to ensure high performing systems are specified and installed, minimising lifetime running costs. Installers can be chosen from a curated supplier hub, providing reassurance to homeowners that they have competent, quality installers.

“ We are really excited to be part of Heat Pump Ready, creating new ways of delivering high performing heat pumps at high density, working closely with local communities and supply chains. ”

**Alex Minshull**

Sustainable City and Climate Manager,  
Bristol City Council



## Key Partners/Subcontractors

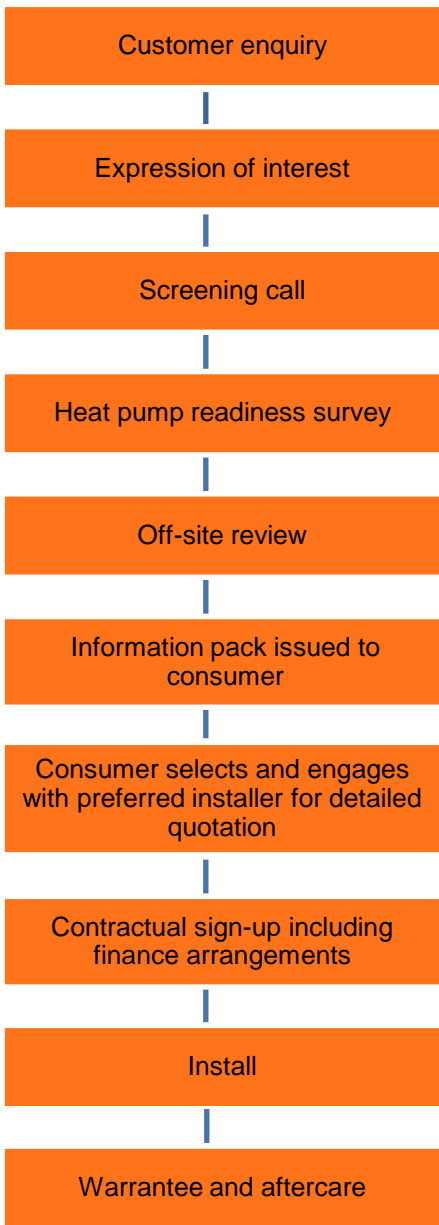


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## Project customer journey

### Customer engagement and advice

The Centre for Sustainable Energy will work with local community partners to run an extensive programme of engagement activities to help increase knowledge around low carbon heating solutions and gather interested homeowners.

After submitting an expression of interest, a screening call will be held with the customer to provide a more detailed filter and sense check of information provided before customers can proceed to booking a home energy survey through an online tool.

### Pre-installation, survey and design

A holistic heat pump readiness survey is undertaken in the home to understand the building and heat pump sizing requirements.

Installers from the supplier hub then provide an outline quotation and system design based on the household information pack received.

### Installation and commissioning

Customers receive a pre-installation design verification visit from the chosen heat pump supplier.

This is a chance to meet their installer, ask questions and finalise the system design before installation and commissioning takes place.

### Post installation and quality assurance

Installers will review system performance either remotely or on site at least once after commissioning to ensure effective operation.

Ongoing contractual obligations lie directly between the householder and the installer.

The high density deployment stream of Heat Pump Ready supports the development and trial of solutions and methodologies for the optimised deployment of domestic heat pumps, at high density. It aims to demonstrate reduced costs, an improved customer experience and opportunities to ready the UK for heat pump roll out.

The Department of Energy Security & Net Zero, and the Carbon Trust give no warranty and make no representation as to the accuracy of this document, and accept no liability for any errors or omissions.

**Funded by:**

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