



Home Efficiency Hub – Heat Pumps in Cherwell, Oxfordshire



Lead organisation:	Funding:	Location:	Number of installs:
City Science Corporation Ltd	£1,793,371	Cherwell, Oxfordshire	136

Project Overview

The aim of the Prosumer Model for Heat Pump Deployment in Cherwell project is to adopt a comprehensive approach towards heat pump implementation that emphasises community involvement and prosumerism in energy generation. With this approach, consumers will have the ability to generate and utilise their own energy.

A fundamental aspect of the prosumer model is to integrate heat pump installation, retrofit, and onsite energy production, which will simplify the process for consumers and bolster their confidence in adopting low carbon heat technologies. The consumer centric approach will be implemented through a single point of contact service that focuses on energy efficiency, supporting consumers in overcoming obstacles by fostering collaboration within the local community.

How is the project innovative?

Our project is innovative in several ways. Firstly, we adopt a prosumer model that integrates heat pumps, retrofit, and onsite energy generation to save the user money and increase self-sufficiency, compared to a heat pump retrofit without solar PV. Secondly, we provide an innovative consumer-centric One Stop Shop for energy efficiency advice, financing, installation, and after care. Thirdly, we engage deeply with the community through street-by-street outreach, building trust in the project and maximising buying power. Fourthly, we deploy SMART heat pumps. Lastly, our innovative financing approach reduces upfront costs and enhances the customer experience.

“ We are really excited to be taking part in Heat Pump Ready. We aim to assist the government in making the transition to Net Zero achievable and affordable for everyone by reducing cost for consumers and minimising barriers to adoption of heat pumps. ”

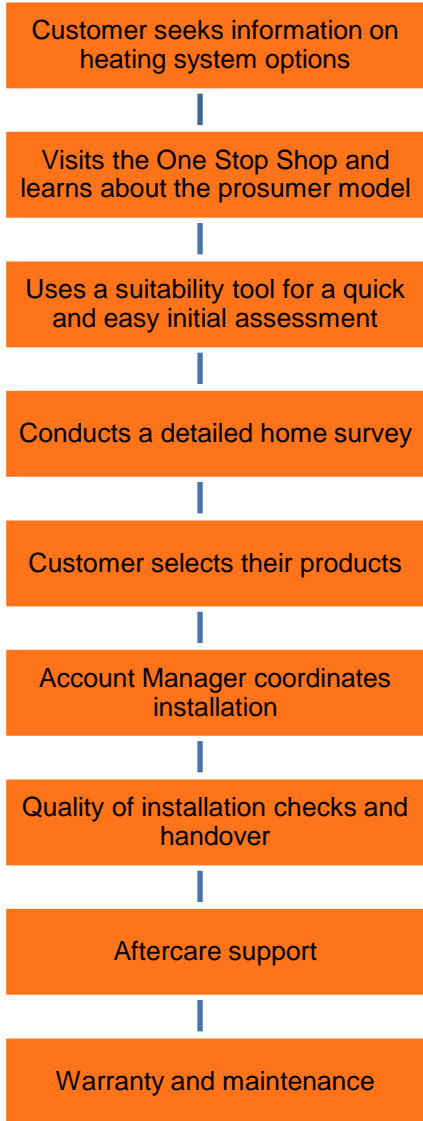
Laurence Oakes-Ash
CEO, City Science



Partners



Project customer journey



Customer engagement and advice

We first develop a series of community engagements to raise awareness of and build trust in heat pump technologies and our One Stop Shop.

Via wider marketing (including social media marketing and traditional marketing methods), we will obtain initial sign ups.

Pre-installation, survey and design

The retrofit survey process involves an initial area-wide remote analysis to provide tailored building solutions and indicative finance offers.

This is followed by a two stage standardised property survey ensuring consistent, standardised data for automated reports.

Installation and commissioning

Our system will use a standardised installation and commissioning process that will align with and exceed requirements of the Microgeneration Certification Scheme. This will also further improve and streamline the customer journey.

All contractors will be MCS certified and supported by additional installation training by Daikin and training in the standardised approach, to ensure consistency and quality across the supply chain.

Post installation and quality assurance

Quality for this project is essential as it is our goal to promote best practice and ensure that every customer provided with a heat pump is satisfied.

Quality Assurance undertaken by TrustMark will ensure that any issues are remedied within the project, supporting households and improving on the current post installation customer experience.

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.

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Funded by:

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