



# Heat Pumps for Friday Bridge, Cambridgeshire



## Heat Pumps for Friday Bridge



Lead organisation:	Funding:	Location:	Number of installs:
City Science Corporation Ltd	£1,869,039	Fenland, Cambridgeshire	146

### Project Overview

This project will support high density deployment of domestic heat pumps in Friday Bridge, rural Cambridgeshire, via innovative business models and solutions. It aims to reduce costs to consumers, minimise barriers to uptake, and understand impacts on the national grid.

City Science are seeking to streamline the customer journey by creating a new business model supported by a local authority-backed single web platform. The project will translate successes observed in financing structures used in the US PACE programme and apply these within a UK context. It will use a detailed and replicable process, aimed at maximising awareness and uptake of heat pumps.

### How is the project innovative?

We take a holistic approach to heat pump deployment based on an 'integrated stakeholder model' which seeks to seamlessly join up efforts by combining installers, homeowners, finance providers, local authorities, community groups, electrical network operators and innovators, whilst giving customers a simple experience through an all-in-one online platform. This coordinated methodology draws on the specific strengths of each partner, ensuring the consortium can best utilize their expertise, whilst not overcomplicating the process from the consumers point of view.

Our place-based engagement approach alongside our place-based financing initiative will cut costs to consumers, generate community interest for heat pumps, and provide essential evidence on network capacity and heat pump suitability to allow for targeted deployment of resources.

City Science are excited to be taking part in the Heat Pump Ready Programme, leading the way for high density heat pump deployment and optimised solutions development.

**Bethany Taylor**

R&D Programme Manager, City Science

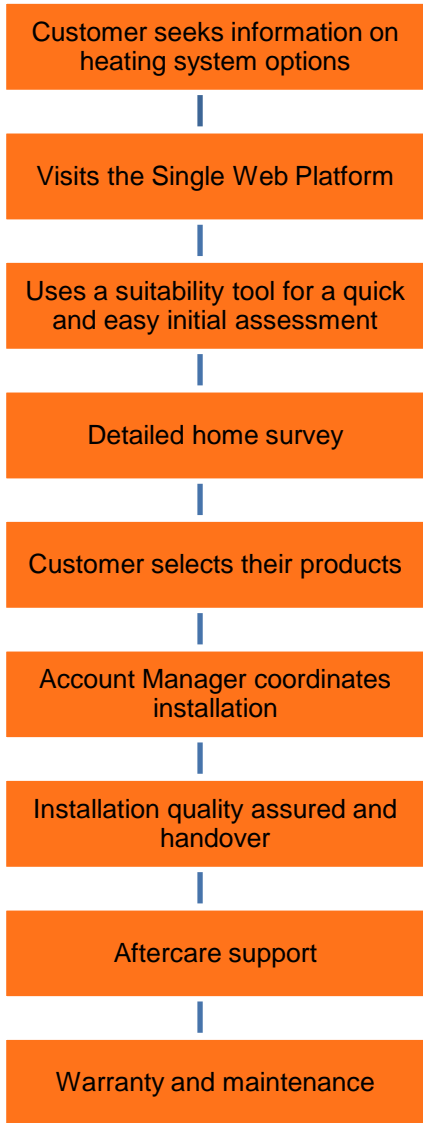


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### Partners



## Project customer journey



### Customer engagement and advice

Our easy-to-use single web platform will provide a seamless experience for customers from the moment they first learn about heat pumps to the moment they receive aftercare support.

It will be a first port of call for the consumers to learn about heat pumps, with access to educational content and advice.

### Pre-installation, survey and design

Our initial suitability tool will present customers with an indicative cost for retrofitting their property to improve its energy efficiency and reduce heat loss.

Consumers serious about heat pump installation will then receive a detailed in-home retrofit assessment and design.

### Installation and commissioning

Due to the procurement processes that we implement in the backend, the customer's installation process will be smooth and hassle free.

Our system will use a standardised installation and commissioning process aligned with appropriate standards such as the Microgeneration Certification Scheme.

All contractors will be MCS certified and supported by additional installation training by Daikin, to ensure consistency and quality installations.

### Post installation and quality assurance

The customer will receive a handover pack and access to aftercare support via the single web platform. They will receive an aftercare phone call to ensure that they are happy with the installation.

Heat pump installations will undergo randomised quality assurance inspections to ensure the quality of all installs remains of a high standard.

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:

Heat Pump Ready is funded by the Department of Energy Security & Net Zero through the NZIP programme. The Collaboration & Learning stream is managed by the Carbon Trust with support from Ipsos and Technopolis.

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#### Funded by:



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