



# Integrated Comfort and Billing Service

**Project Lead: Energiesprong UK**

**Funding:**

£204,126



## The problem: How to spread the cost of heat pump installation

Heat pumps can deliver warm and comfortable homes, and energy cost savings of over 50% when deployed as part of a high performance and high quality retrofit. However, this comes with a high upfront capital investment, and one which can vary depending on the package of supporting measures needed in each property, such as additional insulation or replacement radiators.

This creates an opportunity for a service to be offered which provides guaranteed heating outcomes for occupants in return for a fee.

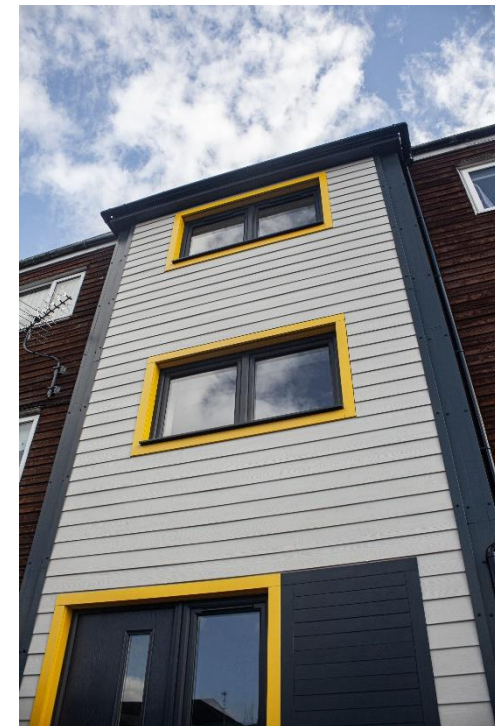
### The solution

Energiesprong's Comfort Plan product can help to fund the heat pump retrofit, supporting access to heat pumps through reducing the requirement for upfront capital investment. This project will finalise the set-up process and technology requirements to offer a seamless end to end Comfort Plan management service, and then develop and test the technical solutions required to enable delivery of this.

“ We are really excited to be taking part in the Heat Pump Ready programme to develop the next generation of heat pump technology, and measure its performance in a true to life environment. ”

**Tricia Valentine**

Project Delivery, Energiesprong UK



## Financing retrofit measures through a Comfort Plan

### What are we going to do?

We will look at whole house retrofit measures needed to improve the energy efficiency of a house whilst installing a heat pump. The materials and technologies required and their associated costs will be bundled together into a package presented to the occupants.

With a consortium including two technology developers and a service provider, this project will finalise the processes involved and technology requirements to offer a seamless end to end Comfort Plan management service. We will then develop and test the technical solutions required to enable delivery of this service.

### Why is this an improvement on current solutions?

Reporting and payment technologies to administer and collect payments directly are readily available in many other sectors, but there are currently no service offers or technology solutions which provide the end-to-end management offered by our Comfort Plan. This leaves the burden of managing ongoing payment collection and processing, and risk, with housing providers and their existing systems.

Our Comfort Plan is an end-to-end service which incorporates all aspects of the billing into one simplified solution.

### What would success look like?

This project to deliver warm and comfortable homes for occupants whilst capturing secure revenue will verify the business case to enable rapid scale up of heat pump retrofit solutions.



**How will this project help towards the target of installing 600,000 heat pumps per year by 2028?**

The Comfort Plan provides guaranteed heating outcomes for a fee, which helps to fund the heat pump retrofit, enabling greater deployment.

Developments in this scheme will be shared with other Energiesprong projects in the initial contracted pipeline of homes, with potential for the solutions developed to be applied to further retrofits and new builds.

The Optimised solutions development stream of the Heat Pump Ready programme supports the development of innovative tools, technologies and processes to overcome specific barriers to heat pump deployment in the UK. This stream supports solutions aiming to reduce the life time cost and increase the performance of domestic heat pumps, minimise home disruption whilst providing high quality installations, develop and trial financial models to support heat pump deployment, improve the heat pump consumer journey and provide a smart and flexible home energy system.

Heat Pump Ready is funded by the Department for Energy Security and Net Zero through the NZIP programme. The Collaboration & Learning stream is managed by the Carbon Trust with support from Ipsos and Technopolis. We give no warranty and make no representation as to the accuracy of this document, and accept no liability for any errors or omissions.

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[www.heatpumpready.org.uk](http://www.heatpumpready.org.uk)

Funded by:



Supported by:



technopolis group

# Integrated Comfort and Billing Service

## Project Progress (Autumn 2023)

### What progress have we made so far?

We undertook initial market analysis research to give focus to our offering, and have completed one round of stakeholder research, working with existing clients to understand their requirements for a comfort and billing service to guide our product development.

We have now successfully mapped the API integration and data collection process from the heat pump and other data points throughout a property, through to a centralised point for administration. We have also designed the Comfort Plan billing process and can produce easy to understand bills for heat used, ready to test in live applications.

### What barriers have we identified and how has this changed our approach to delivering our project?

It has taken longer than expected to begin the consumer research, which is needed to feed into the design of the Comfort Plan. We now have a subcontractor onboard to start surveying households who currently have a managed energy service.

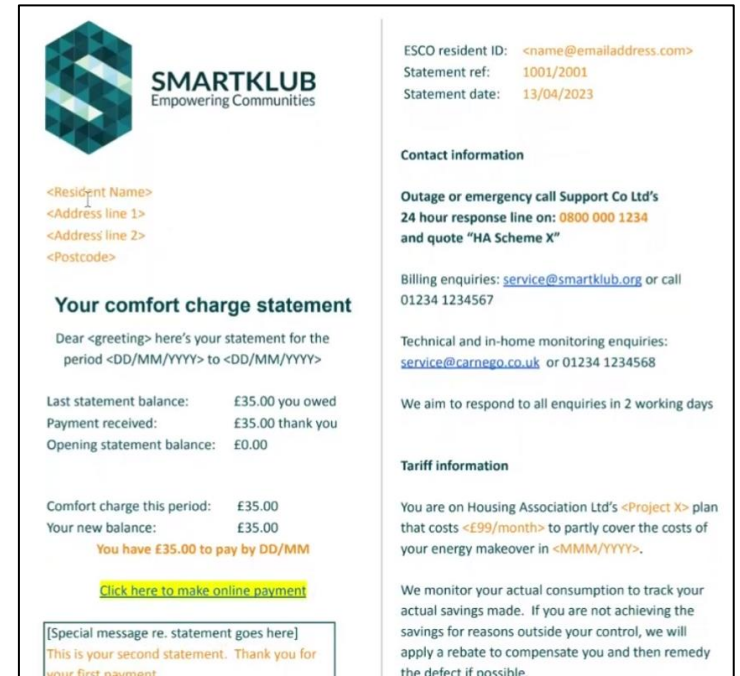
We are also waiting for a social housing association to sign up to test the full billing process, to prove that this works in a live environment. We know that adaptations will be required to our basic system, so are keen to work out what is specifically required for each client.

### What are our next steps?

We are looking to extend the scope of our project to carry out wider market research into energy as a service and to include additional consumer research, so will now work to a project end date in Autumn 2024.

### Key Findings

- Building relationships with potential clients is important when the offering is complex or non-standard.
- A separate organisation will be required to manage the Comfort Plan for a social landlord, with a background in energy and heat metering and monitoring.
- Monitoring of the heat pump system directly by on-board metering will be important to ensure smooth running of the comfort and billing service and provide a heating service for the client. It could also reduce maintenance costs by spotting any issues early and linking to existing preventative maintenance schedules.



The image shows a digital billing statement from SMARTKLUB. The header includes the company logo and name, 'Empowering Communities'. The statement is addressed to a resident with placeholder text for their name and address. It details the billing period, current balance, and payment information. A key finding is highlighted: 'You have £35.00 to pay by DD/MM'. The statement also provides contact information for support and technical enquiries, and a tariff information section explaining the costs and rebates.

**SMARTKLUB**  
Empowering Communities

ESCO resident ID: <name@emailaddress.com>  
Statement ref: 1001/2001  
Statement date: 13/04/2023

Contact information  
Outage or emergency call Support Co Ltd's  
24 hour response line on: 0800 000 1234  
and quote "HA Scheme X"

Billing enquiries: [service@smartklub.org](mailto:service@smartklub.org) or call  
01234 1234567

Technical and in-home monitoring enquiries:  
[service@carnego.co.uk](mailto:service@carnego.co.uk) or 01234 1234568

We aim to respond to all enquiries in 2 working days

Tariff information  
You are on Housing Association Ltd's <Project X> plan  
that costs <£99/month> to partly cover the costs of  
your energy makeover in <MMM/YYYY>.

We monitor your actual consumption to track your  
actual savings made. If you are not achieving the  
savings for reasons outside your control, we will  
apply a rebate to compensate you and then remedy  
the defect if possible.

**Your comfort charge statement**

Dear <greeting> here's your statement for the  
period <DD/MM/YYYY> to <DD/MM/YYYY>

Last statement balance: £35.00 you owed  
Payment received: £35.00 thank you  
Opening statement balance: £0.00

Comfort charge this period: £35.00  
Your new balance: £35.00  
**You have £35.00 to pay by DD/MM**

[Click here to make online payment](#)

[Special message re. statement goes here]  
This is your second statement. Thank you for  
your first payment