



Customer-Led Network Revolution

Planning for Britain's Energy Future

Your heat pump
monitoring trial
explained



Your trial

Thank you for agreeing to take part. You'll be playing a key role in helping us provide more effective energy answers for the future.

Why is this trial important?

Air source heat pumps are an efficient and clean way to provide heating and hot water – delivering heat at low temperatures over long periods. Although heat pumps need electricity to run they may help to lower your fuel bills depending on the system they are replacing*. So as more people choose this renewable energy source, we need to understand the impact of heat pumps on the electricity distribution networks.

This trial will help us plan effectively, to ensure the networks don't come under pressure at peak times. In particular, it will help us see patterns of electricity usage in households like yours that have heat pumps. We'll also be monitoring the amount of electricity you use in the home which will help us understand the effect widespread adoption of low carbon solutions like heat pumps will have on the networks. This will help us plan for future energy needs.

What happens next?

Our installation partners will be contacting you shortly to arrange the installation of discreet monitoring equipment to enable us to monitor your heat pump and use of electricity in the home.



How will the trial work?

Once your monitoring equipment has been installed we'll be adding your anonymous house and heat pump electricity usage information to our pool of trial statistics to help us learn how customers like you are using their electricity. You won't need to do anything to help us with this once you've had your equipment installed.

Your questions answered

Will I be contacted by the other trial partners?

British Gas together with Durham University will contact you to ask if you'd be willing to complete a survey to help us learn more about attitudes to energy usage.

What will we learn from this trial?

This trial will help us understand the daily electricity usage patterns in average UK households with heat pumps. It will help

us understand how much of a strain the usage of heat pumps will place on the electricity distribution networks at peak hours. This, in turn, will help us plan for future energy services when there is more widespread adoption of heat pumps.

What happens when the trial finishes?

All trials will be completed by September 2013. At the end of your trial, we will contact you to arrange the removal of any monitoring equipment in your home.

A reward to show our appreciation

We're delighted you've agreed to help us with this trial. As a thank you, we'll be sending you £50 worth of M&S vouchers very soon and another £50 worth when the trial ends.

Thanks again for taking part – your contribution will be invaluable in helping us improve future energy services.

If you have any questions or wish to withdraw from the trial** at any time please call us on **0800 980 8156**[†].

Full details can be found in the trial terms and conditions.

[†]Please see www.energysavingtrust.org.uk/Generate-your-own-energy/Air-source-heat-pumps ^{**}If you have received a discount from us (funded by the Department of Energy and Climate Change) for the purchase of your air source heat pump, you agree to participate in the full trial period. If you choose to end your participation in the trial before the trial period ends you may be required to repay the discount that was applied to your air source heat pump. If you have not received a discount from us for the purchase of your air source heat pump, or if your landlord purchased the heat pump for your property and you change your mind, you can withdraw from the trial at any time by calling on 0800 980 8156[†]. [†]Phone lines are open 8am-8pm Mon to Fri, and 8am-4pm Sat. Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. Calls may be recorded and monitored for quality assurance and compliance purposes. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.