

# CASE STUDY: RHI UPDATE - RETROFIT AIR SOURCE HEAT PUMP INSTALL IN SOUTH WALES REPLACING GAS



South Wales resident Roger Young originally installed an air source heat pump from Ice Energy back in 2012 as part of desire to help protect the environment and reduce his running costs. We caught up with Roger in August 2014 to see what impact the **Renewable Heat Incentive** has had on him.

## What prompted you to investigate heat pumps?

"I had already installed solar PV panels and decided I wanted to extend the renewable energy features of my home by replacing my gas boiler. I was already benefitting from the Feed-in-Tariff and by installing an air source heat pump I knew I would also benefit from the Renewable Heat Incentive when it launched."

## What impact has the RHI had for you?

"I found the application process a little long-winded and if I can offer any advice then it's to make sure the company producing the EPC and occupancy certificate do both during the same visit to save time. However, I've just received my first quarterly payment of £150 with many more to come thanks to Ice Energy so I'm a highly satisfied customer."

## How did you find the installation process?

"The installation of my air source heat pump was a very straightforward process which took around 2 weeks in March 2012. The heat pump works with my existing radiator system and was commissioned by Ice Energy in April 2012."

## What has it been like living with heat pumps?

"The heat pump runs itself, I've not needed to make any adjustments and it's left on a constant timer."

## What would you say are the benefits of heat pumps?

"For me the benefits have been the cost savings, the potential of RHI payments, the fact it was a virtual 'fit and forget' system and the fact I was able to remove my carbon monoxide-producing gas boiler."

## Why did you choose Ice Energy as your heat pump provider?

"We chose Ice Energy as they appeared to be the leaders in their field."

## KEY FACTS

### Property type:

3-bedroom, semi-detached 1960's property in South Wales

### Installation date:

March 2012

### Product installed:

14kW Mitsubishi Ecodan Air Source Heat Pump

### Distribution system:

Radiators

### Previous heating system:

Gas boiler

### RHI benefit:

£4,200 over seven years

## What has the service been like from Ice Energy and would you recommend them to others?

"The service has been superb. The ordering process was easy, the unit came in almost kit form and the telephone assistance was always helpful. I would certainly recommend Ice Energy to others."

To find out how you could benefit from air source heat pumps, call us free on **0808 145 2340** or visit our website

**[www.iceenergy.co.uk](http://www.iceenergy.co.uk)**

