

Key Project Details

Installation Date:

August 22

Property Type:

Retrofit

Product Installed:

ASHP

Distribution System:

Rads

Government Grant:

LAD



Helping Miss H keep warm this winter

Miss H lives with her daughter and little dog Olly in a 2 bed semi-detached house near Winchester. Her home used to always be cold with the only form of heating being an old electric storage heater.

After speaking with one of the Warmer Homes supply chain partners Aura Gas, Miss H realised that she was eligible for a fully funded air source heat pump due to the EPC rating of her property and income levels.

Miss H quickly completed the application form and not long after received her brand new air source heat pump.

Miss H, Winchester said:

"It is honestly a dream come true. Before I heard of the programme all I had was old electric heaters. The house was always freezing. We had a running joke in my family that if you're ever hot come to my house to cool down. I had to put blankets over the bedroom windows to try and stay warm at night and I had to turn on the hot water well in advance of having a shower or doing the washing up – even then it wasn't even hot."

"Having our new air source heat pump has made the world of difference to our lives. Our installer Greg from Aura Gas was so professional and tidy. We barely noticed that he was there, and he was so polite. He installed the air source heat pump in just four days! The heat pump is so easy to use. We barely notice when it's on and have had no complaints about noise from the neighbours. It has helped to reduce our energy bills and has also added value to our home. I'd definitely recommend applying to the programme if you meet the eligibility criteria."

Our Take

We love to hear feedback like this. Working with us as part of our Alto Assured Heat Pump Installer Scheme, Aura Gas have started delivering fully funded heat pumps to eligible customers.

We have no doubt that our partnership with Aura Gas and many other heating installers will continue to benefit a lot of people just like Miss H.

