

### Key Project Details

#### Installation Date:

March 2022

#### Property Type:

Retrofit

#### Product Installed:

IVT HE E11

#### Distribution System:

Radiators and UFH

#### Government Grant:

RHI



## Domestic heating and hot water provided by an IVT Ground Source Heat Pump for a house retrofit.

Based in County Durham, local resident Mr Hutchins installed a Ground Source Heat Pump for his property whilst Alto Energy designed, supplied and commissioned the project. Mr Hutchins was keen to reduce his reliance on fossil fuels and wanted to free up space where the oil tank was located.

The IVT Ground Source Heat Pump supplies all of the heating and hot water required by the property, year round, This means there is no need for any kind of fossil fuel boiler and saves Mr Hutchins an average of £120 per month. The cost savings, grant scheme and knowing the heat pump is lowering his emissions were crucial factors in Mr Hutchins choosing to install a Ground Source Heat Pump.

### What made you choose Alto Energy to provide your system?

"Alto Energy gave great support for the project from my first call. Tris helped guide me through the planning and system requirements. Matt was always there with technical assistance as well as Gary, who visited for the site survey and then came to commission the unit."

### What benefits do you feel your heat pump system has afforded you?

"Cost savings, clean and quiet in operation, free up outside space, less maintenance and greater comfort (heating on 24/7)."

### Customer Q & A

#### What heating system were you using previously and why did you move away from that system?

"Oil boiler. It was an old unit and although it was in working order, its efficiency was suspect. The house also had an electric Aga which provided additional heat for cooking and warmth."

#### What has the service been like from Alto Energy?

"I could not fault it."

#### Would you recommend Alto Energy to others?

"I would not recommend going anywhere else."