



Heat pump 101: Your questions answered

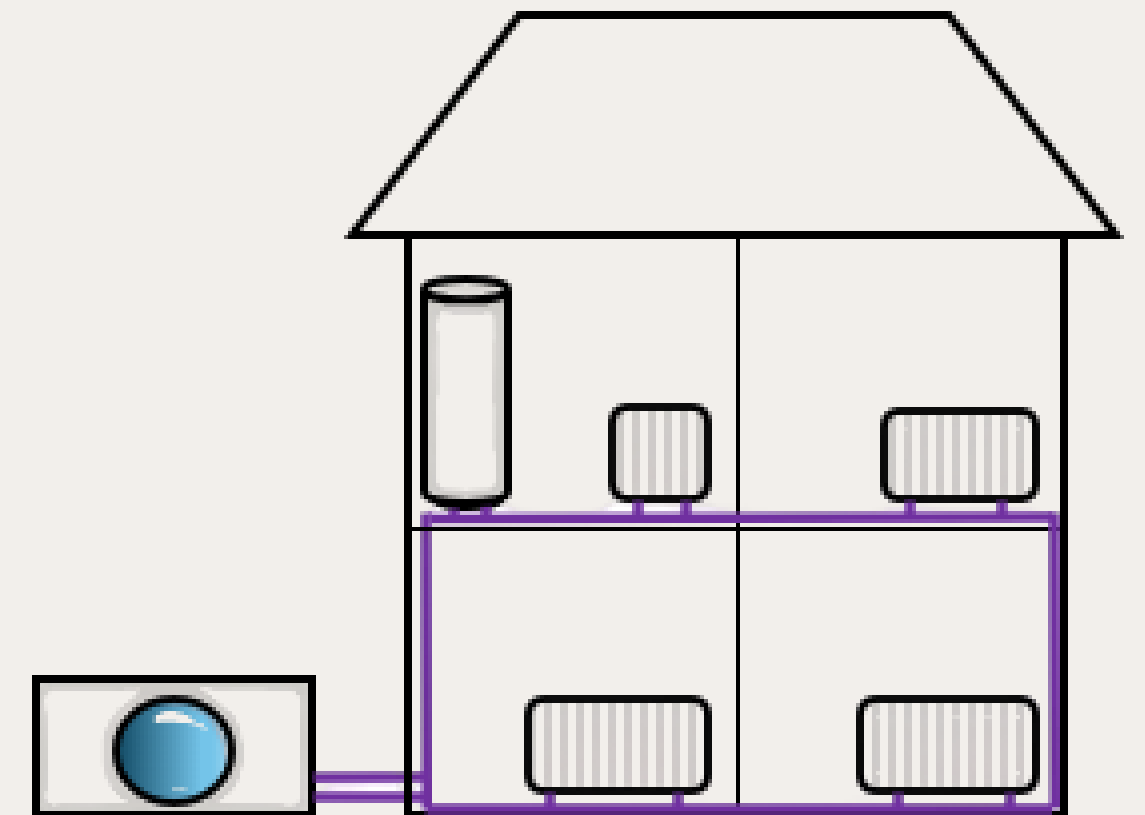
Welcome

- Housekeeping
- Introduction to heat pumps - Jo Moodie, the Environment Centre (tEC)
- Heat pump Q&A - Bean Beanland, the Heat Pump Federation
- Next steps with the My Home Made Better team



What is a heat pump and how do they work?

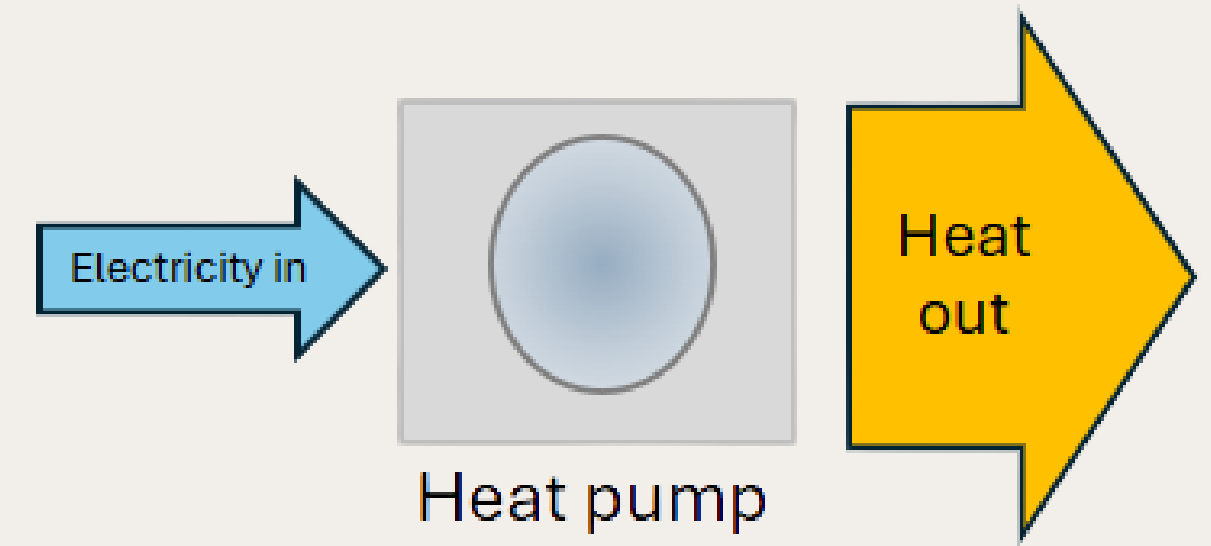
- Heat pumps provide an efficient way of producing heat using electricity.
- Heat is generated by compressing a gas, rather than through combustion.
- The heat 'source' simply has to evaporate a refrigerant into this gas. Heat sources can be air, ground or water.
- The generated heat is sent around the home via:
 - a wet central heating system (radiators or underfloor heating), or
 - blown air



What are the benefits?

1. Heat pumps are efficient.

- For every unit of electrical energy that goes in, at least 3-4 units of heat energy should be generated for the home.
- The Seasonal Coefficient of Performance (SCOP) tells you this ratio of electricity in:heat out, averaged over a year



2. Heat pumps use clean energy.

- Electricity in the UK now has much lower carbon emissions than gas:
 - In 2014, 1 kWh of electricity produced 419g of CO₂
 - In 2024, 1 kWh of electricity produced 124g of CO₂
 - This is about a 70% decrease and this trend is continuing

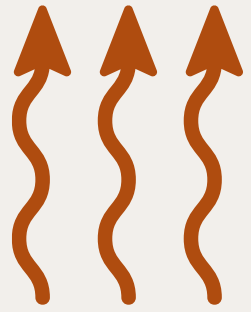
3. Heat pumps provide a steady, comfortable level of warmth in the home.

What about running costs?

- The **“spark gap”** is the difference between the price of electricity and the price of gas
- Price cap rates as of 1st October 2025 (for Direct Debit customers)
 - **Gas = 6.36p**
 - **Electricity = 26.48p (i.e. 4 times higher)**
- To ensure running costs are no more than for gas central heating...
 - Get the **best SCOP** (electricity in : heat out) that you can
 - Take advantage of special **heat pump tariffs**
 - Await **policy changes** that will reduce the spark gap
 - **Insulate your home** - advice available through the My Home Made Better service

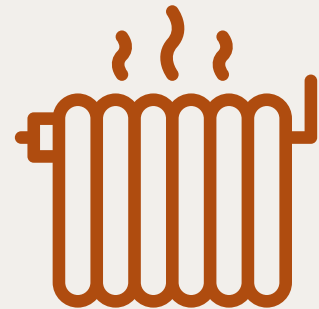


What's involved in the installation?



Heat Loss Survey

- determines the size and design of the system to maximise your SCOP
- Includes a noise assessment



You may need:

- To make space outside
- Different radiators
- A bigger hot water tank – or an alternative
- To alter your heating regime – a heat pump likes to run continuously



You can get:

- £7,500 subsidy from the Boiler Upgrade Scheme
- Other grants are available for households with low income or health vulnerabilities

How to get a heat pump

- MCS: Microgeneration Certification Scheme
- Energy suppliers
- Heat Geek (installations include a performance guarantee)

“We had a heat pump installed and the house is consistently warm now.

The temperature is no longer fluctuating like it did with the gas boiler.”

Luke, Southampton

"We only used to put the boiler on in the morning and evening, but now we've got better insulation and a heat pump, the house is warm and cosy all the time."

Caroline, Winchester

"I love my air source heat pump. The house is warm all the time now, and my bills are lower."

Vanessa, Silchester

Q&A with Bean Beanland

Director for Growth & External Affairs,
Heat Pump Federation



**my home
made better**

Delivered by

tec

the Environment Centre (*tec*)

A free, impartial service designed to help individual homeowners make informed decisions about the future of their home energy.

*My Home Made Better is funded by the Energy
Industry Voluntary Redress Scheme*

Customer journey



A customer gets in touch about their home. We'll provide in-depth retrofit advice, usually by phone, or in-person if required.



They will receive an email summary of our conversation, including recommendations and next steps.



Alongside grants and schemes, we'll signpost customers to our supply chain directory to find accredited installers or retrofit coordinators.



We will get back in touch after 6-9 months to complete a follow-up survey and offer further support if required.

Accessing the service



Phone 0800 804 8601



Email myhome@environmentcentre.com



Visit www.myhomemadebetter.org

Additional support

As an independent, impartial charity, the Environment Centre (tEC) also helps residents who are struggling to afford energy bills or maintain a healthy temperature at home.

Delivered by
tEC
the Environment Centre (tEC)

Southampton
Healthy Homes

**Hitting the
Cold Spots**
(Hampshire)

SWITCHED ON
PORTSMOUTH

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Thank you

www.hpf.org.uk

<https://www.hpf.org.uk/advice/homeowners>

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