

MEET THE EXPERTS WITH HOME ENERGY SCOTLAND: Q&A – 03/02/2024.

Q. Do the figures quoted for estimated costs of Heat Pumps during the presentation, already include the grant being taken off?

A. No, all the figures are actual estimates of costs for the heat pump unit only, and do not include any funding. The cost of the install will increase if additional work, like distribution system upgrades, are required. The [Home Energy Scotland Grant & Loan](#) has a grant element and an optional interest-free loan.

Q. Are Hybrid Heat Pumps eligible for funding.

A. In some situations an installer may look at the heat requirements of a property and advice that a standalone heat pump would struggle to heat the property, therefore may suggest a hybrid option. These are reviewed on a case-by-case basis by Energy Savings Trust.

Only [MCS-compliant](#) installations can be funded under the HES Grant and Loan scheme. This will improve the chance of such set up to be improved.

Only heat pumps that provide 100% of heating requirements are normally eligible for MCS certification. The only exception to this is where there is a technical reason why 100% of heating requirements cannot be met by a heat pump alone. These exceptions are:

- Electricity supply is not sufficient for a heat pump
- Lack of wall space to fit larger radiators
- Large property where the heat pump alone cannot meet the heat demand

This must be evidenced by the installer. Customer choice is not a valid reason.

This is as per sections 5.5.1 (e) and (f) in the MCS Heat Pump Standard, MIS 3005-D. The Standard provides an example of a situation in which the above conditions cannot be met.

Q. What is the carbon cost of the insulation material used?

A. This would need to be addressed to the installers, or manufacturers.

Q. Will a heat pumps be able to heat the hot water to the required temperatures?

A. While many heat pumps can provide hot water over 60°C consistently (the minimum temperature your hot water cylinder will need to reach to kill harmful bacteria), it is often more cost-efficient to have the heat pump run at this temperature only periodically, on a sterilisation cycle. An electric immersion heater in your hot water cylinder can top up the temperature when you need it.

Q. Are Ground Source Heat Pumps (GSHP) any good?

A. [GSHP](#)'s can typically see higher Season Coefficient of Performance (SCoP) of 4 to 5 (%400-%500), however the install costs are higher. Typical install costs are about £28,000 but can be higher if you need to dig a borehole.

Q. I used the HES grant and loan to install an ASHP. Once installed I was advised the ASHP did not have the right amount of anti-freeze. The company who installed it had gone out of business. What should I do?

A. All MCS installers should be insured – in the event they go out of business. See what MCS advise on possible recourse in the future. MCS installers are also members of [Consumer Codes](#).

Q. Do we have any idea of how long the funding will be available?

A. No. The Historic Environment Scotland Grant & Loan has been going for several years. There have been changes to the funding over this time, for example gas boilers no longer eligible for a loan, Solar PV & Battery no longer available as a standalone option, but we are not made aware of the changes until they are ready to be implemented.

Q. Do we need a report from HES to access the funding?

A. An Energy Performance Certificate (EPC) would cover fabric improvements, but for renewable measures, Home Energy Scotland would be able to provide you with a Home Renewables Selector Report (HRSR) or a Home Energy Improvement Report (HEIR). The decision to install a heat pump would still be the customers. The reports we issue are free will give estimates of costs and savings. It is up to the customer to then decide if they want to go ahead or not and apply for funding.

Q. Would HES work with community groups?

A. We would be happy to provide advice. For specific requests, we would need to look into this. The funding though, is based in individual applications, however, there would be nothing stopping a community group approaching an installer to see if they could provide a better rate if there were a few households applying for the same measure.

Q. How recent does an EPC have to be to apply for funding?

A. The EPC need to still be valid, so this means within 10 years.