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## Bristol Heat Pump Ready Supplier Service Level Agreement

This information outlines the services provided by suppliers and programme managers of the Bristol Heat Pump Ready project. Should you have any questions about these terms, please [contact us](#).



### General - About the project

Bristol Heat Pump Ready (BHPR) is a collaboration between Bristol City Council, Centre for Sustainable Energy and The Green Register. The project aims to develop a UK wide approach to stimulate mass uptake of heat pumps and deliver on our national carbon targets, but with a local focus. The outputs will focus on high quality, competent installations that offer good value to the homeowner, with consideration to lifetime running costs.

### General – Eligibility criteria

- Work under MCS (own accreditation or umbrella scheme)
- Provide performance figures (SCOPs) for installations over past two years, if available. These will be required before work is assigned under the project.
- 2 x customer references (including name, phone number and email address) from heat pump installations over the past two years
- Ability to generate high quality designs, install to design and commission system along with monitoring equipment
- Complete a free of charge project methodology induction session. This must be everyone from your organisation who will be installing or assisting in households within the project.
- Availability to complete system designs and estimates within the project timeframe without initial charge to the household

### To be provided by Bristol Heat Pump Ready project

1. Share of up to 200 installations within <1 year period
2. Highly detailed property information pack to remotely design systems including HTC heat pump sizing, thermography, existing pipe sizing, air tightness, site photos etc.
3. High quality pipeline of work
4. Expand your customer base and reputation in a growing marketplace
5. Properties pre assessed and selected using heat pump readiness assessment collating data from multiple sources including checking network capacity, building suitability.
6. Installations from January – November 2024; exact number dependent on installer capacity
7. Inclusion in a local supply chain hub to benefit from peer knowledge
8. Free hub membership for 18 months and input in to shaping how hub works in future
9. Discounted training offer within hub
10. £299 [Futureproof Essentials](#) retrofit training included
11. Access to supply chain discounts through PHC renewables
12. Opportunity to be involved in a high profile nationally recognised innovation project
13. Rate card-based payments
14. Fast payment of £5k grant paid directly through project partners upon satisfactory final test, commissioning of heat pump system and handover to customer

15. Work in confined geographical area Westbury on Trym so reduced need for travel and economies of work programme delivery.
16. Pre/Post installation customer journey support from Centre for Sustainable Energy
17. Access to app and backend systems to manage comms and data flows to aid customer journey efficiency

### **Provided by supplier**

1. Provide information in a supplier hub qualification questionnaire, including heat pump customer references and system performance data
2. Join the BHPR supply chain hub under the terms within this agreement
3. Engage in hub training pathway (minimum BHPR specific methodology inductions)
4. Work in compliance with project methodology, processes and technology
5. Adhere to the broad quality specification supplied by the project team
6. Undertake outline design work without upfront payment (can be added to quotations)
7. Potentially be available to offer mentorship to other hub members (desirable, but not essential)
8. Provide ongoing feedback on BHPR process (informally) to ensure hub meets the needs of installers and customers
9. Provide the project with approximately one day per week (11 in total) undertaking
  - outline system designs
  - price (banded)
  - running costs
10. This activity will need to take place during the period September-December 2023. It is anticipated to produce a 70% conversion rate given the pre vetting and Expression of Interest (EOI) process. This could be more or less, depending on capacity to install following the designs. The designer would be the installer.
11. Agreement to rate card approach to ensure installer profit margins are protected and customers receive a fair price
12. Works must take place under MCS – either directly or through a reputable umbrella scheme
13. At all times, work to the highest standards with diligence and care
14. Homeowner system training to take place, all O&Ms, manufacturer warranty and other documentation to be issued at handover
15. Homeowner aftercare including checks and monitoring of heat pump performance during first month post-install; remote servicing and/or visits where needed; 12-month post-install service to be put in place at handover stage

### **Other information**

#### **1. Data agreement**

Data and privacy. The Green Register's privacy policy is set out [here](#) for your review. Additionally, by registering your details for the Bristol Heat Pump Ready project delivery, you are permitting us to share your contact details with our project partners and project end-users for the sole purpose of fulfilling our obligations regarding the programme.

#### **2. Cancellation**

If you wish to exit the BHPR supply chain hub before the close of the project, please [notify us](#) in writing at the earliest opportunity, at least 14 days before planned exit date