

15th September 2023

Dear Customer,

ACTION REQUIRED

Important information about your funding offer through the Home Energy Scotland Grant and Loan Scheme.

I am writing regarding your approved application for funding through the Home Energy Scotland (HES) Grant and Loan Scheme as it includes a hybrid (bivalent) heat pump system - a heat pump and additional fossil fuel boiler.

One of the conditions of HES Grant and Loan funding is that the installation and products used must be certified by the independent standards organisation, MCS Service Company Ltd (MCS). MCS create and maintain standards that allow for the certification of products, installers and their installations. This is important because the certification provides certain consumer protections in case something goes wrong later.

It has come to our notice that some contractors have misinterpreted the requirements of the MCS certification or the requirements of the HES Grant and Loan scheme and in some cases have been installing hybrid systems which are not MCS-compliant, and which will not receive MCS certification on completion.

As a result, we are having to review all approved applications that include a hybrid system to ensure that all applicants are aware of this issue and ensure that the systems will, in fact, be MCS-compliant.

Only MCS-compliant installations can be funded under the HES Grant and Loan scheme, so it is very important that you check that your chosen installer and equipment meet MCS standards, before instructing or commencing any work.

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. 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. This is where the building has insufficient electrical supply for the heat pump to meet 100% of the calculated heat loss.

We recognise that you will have been discussing the installation of a hybrid system with installers in good faith and you may not be aware of the technical MCS requirement.

For this reason, we will honour claims for hybrid system that are not MCS compliant where work commenced on or before 1st September 2023 so long as supporting evidence of that work has been started has been provided. We are, however, unable to honour claims for systems that are not MCS compliant where work had not started on a hybrid system before this date.

Action required

Please contact your installer without delay to discuss the situation and ask them for written confirmation that your hybrid system will or will not meet the MCS standard. We have informed all registered installers of this requirement. You can find more technical information about the MCS standards at www.mcscertified.com/standards-tools-library/ and the MCS website has other consumer information relating to installers and products including frequently asked questions. If you have any further questions regarding the MCS standards you can contact the MCS Helpdesk on 0333 103 8130 or email: hello@mcscertified.com.

Once you have received written confirmation from your installer, you should submit this to Energy Saving Trust quoting 'Hybrid' and your application reference number by 16th October 2023.

In addition to this, you should also tell us if installation work has already started on or before 11st September 2023 and provide evidence of this such as written confirmation emails or photographs of work in progress. We recommend that you also discuss with your installer what guarantees they are able to provide for your installation, in the absence of MCS certification.

The email address for submitting the above information is servicesdeliveryteam@est.org.uk. Please put 'Hybrid' followed by your customer reference/ claim number as the subject line, so that we can prioritise our response to you. Alternatively, the postal address for submitting the information can be found at the top of this letter.



Upon receipt of your confirmation letter, we will review the information provided and write back to you to tell you if you remain eligible for a HES Grant and Loan Scheme offer.

If your intended installation of a hybrid heat pump system will not meet the MCS standard, and work has not started, these cannot be funded through the scheme as per the conditions of your funding agreement. You may decide to continue with the installation, and we recommend you discuss next steps with your installer.

If you have any questions, you can contact Energy Saving Trust on 0808 1089414.

Yours sincerely

Ros Wolfe
Senior Programme Manager
Services Delivery
Energy Saving Trust

energy
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trust

Continuation sheet