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HEAT PUMP INSTALLATION - VOLUNTEER WAY



DEVELOPER Q & A

Why did you install heat pumps rather than conventional boilers and what prompted you to start doing so?

"Legislation and the move away from gas. If you take Volunteer Way specifically, the cost of installing gas was more than the cost of the heat pumps. Utilities wise, the gas was on the wrong side of the road, so it was quite an expensive thing to arguably put in some pretty old technology."

Why do you order your heat pumps through Alto Energy using our MCS umbrella scheme - what are the things that you get from Alto Energy that are most important and valuable to you?

"I'd never ordered a heat pump before so I have no comparison to make but I asked my Contracts Manager who he would use, and he asked someone else and Alto Energy was one of three names. We had one other price, but it was the service that differentiated you. Tris was really on it. I was very clear that I had no experience with heat pumps and actually, neither plumber on the two developments had much experience either, so I said I was looking for someone who can do a bit of hand holding with my subcontractors and not only was Tris happy to do that, but all the other clues were that he would in terms of speed of response to emails and calls."

Would you recommend Alto Energy to other Developers and why?

"Yes absolutely. The price point is about right, you get a good level of service and I've liked everything so far. I feel like if I were to send end users and my clients to you, they would have a good experience as well because you're set up for it."