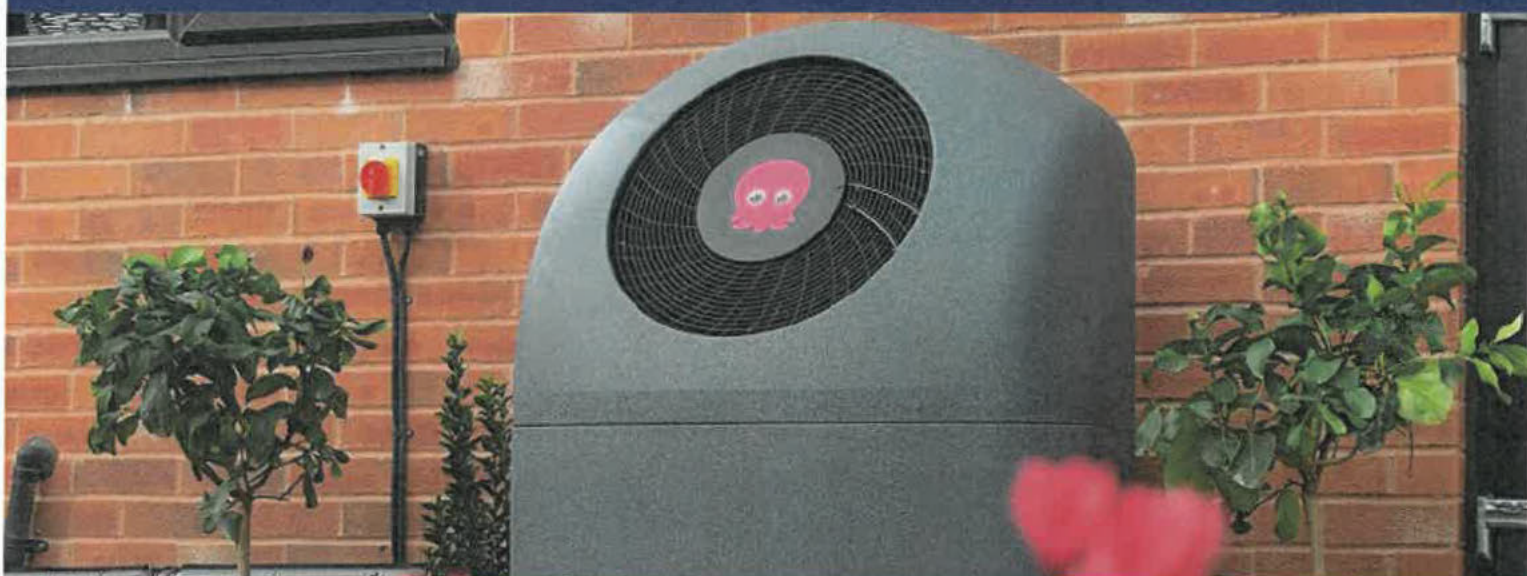




octopus energy



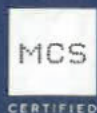
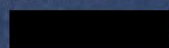
Gaye McCrum

Your heat pump contract

Created for:

THE COTTAGE

BB7 1QA



Created by:

Bradley Dean





octopusenergy

Gaye McCrum
THE COTTAGE
BB7 1QA

Your heat pump installation



Heat Pump

**Grant Aerona 290 -
15.5kW (HPR290155)**



Hot Water Cylinder Model

**Joule 200L Heat
Pump Slimline
Cylinder**



Radiators to install

9

See your radiator schedule for further information



Flow temperature

50°C



Total price you'll pay

Our market leading service plans

Warranty Only	Basic Service Plan
• No annual service Included • 5 year warranty on your heat pump • 2 year warranty on your Cylinder • 2 year warranty on all other components. • 2 year workmanship warranty • No call out fees for repairs covered under warranty.	• Annual full system service to validate your manufacturer warranty • 5 year warranty on your heat pump • 5 year warranty on your cylinder • 5 year warranty on all other components. • 5 year workmanship warranty • Same-day engineer callback when you call us before noon (if needed) • No call out fees for repairs covered under warranty.



octopusenergy

Gaye McCrum
THE COTTAGE
BB7 1QA





Full price breakdown

Standard installation		
Subtotal		
Boiler Upgrade Scheme (BUS) grant		
Other discounts		
Total Price you'll pay		

Payment schedule:

Deposit amount		
Balance left to pay upon completion		
Payment method		

You can pay by BACS bank transfer, debit or credit card. Please note that payments are made to our Parent Company: Octopus Energy Limited on behalf of Octopus Energy Services Limited through a payment system called stripe. Invoices will be sent by Octopus Energy Limited on behalf of Octopus Energy Services. Once you have made payment, we will provide you with written confirmation of our receipt of those payments.

To give you peace of mind, the deposit you have paid is insured through HIES protection.

If you are signing up to a service plan with us, this will be taken monthly by Direct Debit and auto renewed after 12 months unless you inform us otherwise.



Performance estimate

A heat pump performance estimate is an evaluation of how efficiently a heat pump operates under specific conditions and typically helps homeowners determine potential energy savings, operating costs and carbon footprint reductions when using a heat pump. As weather and energy prices change, a performance estimate **is not** a guarantee of actual energy consumption or running costs.

Total floor area

161.0m²

Calculated heat loss

11474 watts

Average watts per m²

71.3m²

Your energy requirements:

Performance

Energy required for space heating	17842kWh
Demand to be supplied to the heat pump	17842kWh
Energy required for hot water	3915kWh
Demand to be supplied by the heat pump	3915kWh

Proposed system

Heat pump	Grant Aerona 290 - 15.5kW (HPR290155)
Hot Water cylinder	Joule 200L Heat Pump Slimline Cylinder
Number of existing radiators	3
Number of radiator changes	9
Design flow temperature*	50°
Design outdoor temperature	-2.2°

* We calculate your recommended flow temperature based on how much heat each room in your home needs to stay comfortable, using data from our heat loss survey and your radiator sizes.

Performance



System performance (SCoP) - Heating	3.6
System performance (SCoP) - Hot water	2.771
Estimated energy consumption	6369kWh

SCoP = Seasonal Coefficient of performance

MCS SCoP is a theoretical indication of the anticipated efficiency of a heat pump aggregated over a year using standard climate data across Europe. It indicates the units of total heat energy generated (output) for each unit of energy (electricity) consumed (input). As a guide a heat pump with a MCS SCoP of 3.0 generates 3 kWh of heat energy for every 1 kWh of electrical energy it consumes

Our estimates have accounted for heating for up to **16 hours a day** over a typical year in your geographical location. We have also accounted for one hot water reheat per day based on your survey outcome of your hot water requirement.

*Your projected annual running costs (for either Standard Variable or Cosy Octopus tariffs) are calculated by multiplying your heat pump's estimated annual electricity consumption by the relevant tariffs (Flexible Octopus and Cosy Octopus) rate at the time of your home survey.

Your actual running costs will vary depending on a variety of factors like the weather, your usage habits and your electricity tariff - just like any other heating system. Switching to a heat pump smart tariff like our 12 month fixed Cosy Octopus could help you save hundreds of pounds a year. For general information on heat pump running costs, [visit our blog](#)



What affects heat pump running costs?

Your heat pump is designed to efficiently meet your home's heating and hot water needs - but running costs can vary depending on a variety of factors such as how it's used.

1. Your usage habits

- Heating use - heat pumps work most efficiently when maintaining an even temperature; try to avoid switching your heat pump off for long periods and schedule reheat periods with off-peak smart tariff windows.
- Temperature settings - lowering your thermostat by just 1°C can make a noticeable difference.
- Hot water use - long showers and higher water temperatures will mean higher running costs, as with any heating system.
- Ventilation - leaving windows or doors open can let heat escape, meaning your heat pump has to work harder to maintain the same internal temperature.

2. Your energy tariff

Choosing the right energy tariff can help lower costs - especially smart tariffs design for heat pumps such as our Cosy Octopus tariff. To find out more information visit our [Cosy Octopus FAQs](#).

3. System design and set up

We handle all of the design and set up of your installation to make sure your system runs as efficiently as possible, taking into account your home's layout and insulation. As an MCS-accredited installer, all our system designs meet or exceed MCS standards.

4. Weather

Like any heating system, your heat pump will use more energy in the colder weather and less in warmer months. We use industry data to estimate this, but actual conditions may vary.

A quick note on running costs

Predicting running costs for any heating system can be a challenge because all these factors interact and how much depends on your personal preferences. While we have developed your performance estimate based on our detailed home survey and industry best practices, we are still heavily dependant on things like the weather.

As a result, the estimate is only an indication of performance. While your running costs may go up or down, it will follow the same usage patterns as a typical gas boiler would today, but you'll continue to get the added efficiency of the heat pump.

Refer friends and you'll both get a £100 Visa Cash Card

When you've signed this document you'll get a unique referral link to share. When someone uses your link and gets either a solar or heat pump installation with Octopus you'll both get a £100 gift card of your choice.





Getting ready for install

In preparation for your heat pump installation we require you to complete the following install readiness activities:

Install readiness activities applicable for all properties:

- **Clear heat pump area** - you'll need to clear around the proposed heat pump location
- **Clear hot water cylinder area** - you'll also need to clear area around proposed location of the hot water cylinder
- **Radiators** - clear access to radiators which require replacement
- **Loft clearance** - clear loft where access is required for cable/pipe runs
- **Water stopcock** - you'll need to make stopcock accessible

Install readiness activities applicable for your property:

- ✓ **Asbestos testing** - Octopus Energy Services will arrange an asbestos test on your behalf.
- ✓ **Fix electrical plinth heater** - Customer to fix electrical plinth heater in kitchen to meet room heat loss.

Custom readiness activities:

Details: • Asbestos Test Required (Location: property built pre 2000m asbestos check required on all walls floors and ceilings where field team would be disturbing)

- Electrical Plinth Heater Fix Required
- Custom Details: customer to remove solid material and expose earthing so field team can install gravel soakaway kit for condensate to drain off to dirt underneath. (Install Support to provide specification to customer). customer to remove oil boiler before install as this is the location where water cylinder will be located. service upgrade required or customer to change electric shower to thermostatic mixer shower.

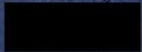
Declaration

- I/We agree that these activities need to take place ahead of installation;
- I/We commit to completing these activities in a timely manner so that Octopus Energy Services can schedule the installation;



octopusenergy

Gaye McCrum
THE COTTAGE
BB7 1QA



- I/We understand that failing to complete these activities may result in the installation being cancelled or postponed, which may incur additional charges.

Signature:	
Date:	30-04-2026



Express request for work to commence during cancellation period

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the statutory right to cancel your order, beginning when you sign the contract and ending 14 days after all the goods relating to the contract are delivered to your home.

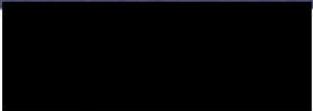
If you wish for us to start the installation of your goods during the 14-day cancellation period after delivery, you will be required to make a request for us to do so. This will enable us to complete the installation at the earliest available date after the goods have been delivered.

Please note that if you consent for work to begin within the cancellation period and you later exercise the right to cancel you will be liable for the cost of work performed up to the point of cancellation. You will also lose the right to cancel the contract within the cancellation period when the installation is finished, and we may charge you reasonable fees for the work undertaken and the reduced value of the goods.

Please choose one of the following options to confirm your preference:

☒ If you wish for us to start the installation of your goods during the 14-day cancellation period after delivery, please tick this box to provide an express request for us to do so.

☐ If you do not wish for us to start the installation of your goods during the 14-day cancellation period after delivery, please tick this box.

Signature	
Date	30-04-2026



Ready to switch to low carbon heating?

To accept this agreement and proceed with the installation of your heat pump please sign and return this document back to Octopus Energy Services. We will then introduce you to your smart tech specialist to begin arranging your installation.

- We/I accept this agreement and confirm the order of the products and installation services specified. Any changes made after signing this agreement may require an additional surveyor visit and/or a change in pricing, and/or a delay to your installation.
- I/We acknowledge and agree that any details provided within this contract, including but not limited to performance estimates, are indicative only and do not constitute a binding guarantee. The actual performance and associated outcomes may vary due to a range of factors beyond the control of Octopus Energy Services.
- We/I agree to the total cost and payment terms set out in this document.
- **We/I have read and agree to abide by Octopus Energy Services Terms and Conditions provided here: octopusenergy/heat-pump-terms-and-conditions-mar-2026**

Customer name	Gaye McCrum
Customer title	
Signature	
Date	30-04-2026
Preferred service plan	Basic Service Plan

This contract complies with our obligations as members of both the Home Insulation & Energy Systems Contractors Scheme (HIES) and the Microgeneration Certification Scheme (MCS).

Home Insulation & Energy Systems Contractors Scheme (HIES)

HIES is a consumer protection organisation covering the installation of renewable energy and home energy efficiency products.

HIES offer Chartered Trading Standards Institute (CTSI) approved alternative dispute resolution service, thus ensuring customers are protected at every step of their customer journey.

The Microgeneration Certification Scheme

MCS membership demonstrates compliance to industry standards that companies strive to meet. Membership highlights to consumers that companies are able to consistently install to the highest quality every time.

Complaints

We hope you won't have any reason to complain about any aspect of our service but if you do, please contact us in one of the following ways:

Email: heat@octopusenergy

Call: 0800 196 6842

Write: Octopus Energy, Heat Pumps, Block C, 3 Neptune Square, Edward Street, Brighton BN2 0AT

Website: <https://octopusenergy.uk/heat/>

If your issue cannot be resolved then you can refer the matter to an independent conciliation service as a way of resolving the situation.

The Conciliation Service used is that offered by Home Insulation & Energy Systems Contractors Scheme (HIES) and is described in their consumer code. It aims to reach a non-legal solution to the dispute in a reasonable timescale. For more information on HIES alternative dispute resolution please visit Alternative Dispute Resolution - HIES Consumer Code (hiescheme.org.uk).



octopusenergy

Gaye McCrum
THE COTTAGE
BB7 1QA

Octopus Energy Services Limited is authorised and regulated by the Financial Conduct Authority (FCA), firm reference number: 1033722. Company number: 10434397. Registered Address: UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN.
Octopus Energy Services Limited is a credit broker and not a lender.

Radiator Schedule

Client Gaye McCrum
Address THE COTTAGE

octopusenergy

services

BB7 1QA

Project Reference

Quote Reference

Date Generated

30 Apr 2026, 10:50 a.m.

Total Radiator Output 10480
Design Flow Temperature 50
Design Outside Temperature -2.2

Room Description	No. of Radiators	Design Temperature (°C)	Room Heat Loss (Watts)	Current Radiator		Proposed Radiator		Final Room Output	New Total Room Output (all radi)	Coverage
				Description	Output at Design (Watts)	Description	Output at Design (Watts)			
Bathroom	1	22	1393	K1 H700 x L1300	818	WARM TR H1775 x L600	410	410	410	29
Bedroom 1	1	18	960	K2 H800 x L800	742	WARM K3 H700 x L800	1089	1089	1089	113
Bedroom 2	1	18	845	K1 H700 x L1300	747	WARM K2 H600 x L1100	988	988	988	117
Bedroom 3	1	18	605	K1 H600 x L1300	654	-	-	654	654	108
Bedroom 4	1	18	519	K1 H600 x L1100	553	-	-	553	553	107
Dining Room	1	21	1322	K2 H700 x L800	700	WARM K3 H700 x L900	1057	1057	1057	80
Family Bathroom	1	22	972	K1 H700 x L800	380	WARM K2 H1800 x L600	965	965	965	99
Hall	1	18	324	K1 H700 x L500	287	WARM PP H500 x L600	354	354	354	108
Kitchen/Diner	1	21	1255	K2 H700 x L1000	875	WARM K3 H700 x L900	1057	1057	1057	84
Landing	1	18	342	K1 H700 x L500	287	WARM K2 H600 x L600	538	538	538	157
Lounge	2	21	2759	K2 H800 x L2100	1706	WARM K3 H700 x L1600	1895	1895	2815	69
Lounge	2	21	2759	K1 H600 x L2100	820	-	-	920	2815	33



CERTIFICATE *of* SIGNATURE

